

City of Las Vegas Your City Your Way Initiative Final Report

Prepared for the City of Las Vegas

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March 2010

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Published by the Las Vegas Metropolitan Area Research team
Department of Sociology
University of Nevada, Las Vegas
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Las Vegas, NV 89154-5033
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Introduction

The City of Las Vegas “Your City, Your Way” Initiative was designed to understand residents’ attitudes about the city and its programs and services to better inform city officials on budgetary decisions in a time of economic crisis. The Las Vegas Metropolitan Area Social Survey (LVMASS) research team from the University of Nevada, Las Vegas, Department of Sociology analyzed results from three data collection efforts. The research was conducted during the fall of 2009 and the spring of 2010. The three data collection efforts included:

- 1) The 2009 Community Assessment Survey, a telephone survey conducted by the UNLV Cannon Center for Survey Research
- 2) Five focus groups, conducted by the UNLV Department of Sociology LVMASS research team
- 3) Town hall meetings in each City of Las Vegas ward, conducted by the City of Las Vegas and analyzed by the LVMASS research team

Research methods



The “Your City, Your Way” Initiative used a triangulated research strategy to collect information from City residents about quality of life issues and impending budget reductions. Triangulation is a powerful technique used to validate data through cross verification from more than two sources. Each method—survey research, focus groups, and town hall meetings—gather different kinds of data about the same phenomenon.

Each method has both advantages and drawbacks in terms of representativeness and depth of response. Survey research draws from a randomly selected, representative sample to gather very structured responses to specific questions. Focus group research draws from a smaller, less representative sample of individuals, but enables respondents to explain how they interpret questions and expand on the meaning of their answers. Town hall meetings give an opportunity for a self-selected group of residents to volunteer comments. Taken together, the data from these sources provides a more complete picture of the thoughts and opinions of City of Las Vegas residents, than any one data source collected and analyzed alone.

It is important to note that it may be important in the future for the city to consider a longitudinal research program to provide data to assess continuities and changes in resident's perceptions over time. This may be particularly important as we emerge from economic crisis and citizens perceptions and needs change. A committed research program would also provide useful contextual information to City leaders for planning and policy activities.

Each method used in this research is discussed in detail below.

City of Las Vegas 2009 Community Assessment Survey

The City of Las Vegas partnered with the UNLV Cannon Center for Survey Research to conduct the 2009 Community Assessment Survey, a 57-question telephone survey of Las Vegas citizens. The survey was conducted between August 12, 2009 and October 10, 2009. The results are based on the responses of 972 randomly sampled respondents who were verified to reside in the City of Las Vegas. A sample size of 972 yields a margin of error of approximately +/- 3% at the 95% confidence level. The survey's 57 questions generated in excess of 300 data points. The survey questions covered topics such as: knowledge of the City disaster plan and information about family emergency preparedness; communication received from the city and access of city information portals; satisfaction with city services; services that the City should consider reducing during an economic downturn; actions that CLV should be considering during the current economic downturn; level of emphasis that the City should be placing on various service items during an economic downturn; willingness of respondents to maintain the current quality of City programming and services; satisfaction and use of youth and adult programming; and various demographic variables.

The survey drew responses from a randomly selected sample of City of Las Vegas citizens. Respondents were from all six of the City of Las Vegas wards. Respondents were 50.6% male, 49.4% female. In addition, 65.7% of respondents identified themselves as white, 9.3% identified themselves as black/African American. Respondents' ethnicity included 3.4% Asian, 2.6% Alaskan Native or Native American and 1.1% Native Hawaiian or Pacific Islander. About 17% used the category of "other" to describe their ethnic background. In addition, 14.2% considered themselves

Spanish/Latino. The average age of respondents was 55.5 years. Most of the respondents had lived in the City of Las Vegas for 10 years or longer (68%).

The Cannon Center for Survey Research presented the findings to the City of Las Vegas Council on November 4, 2009. The full report of the 2009 Community Assessment Survey is available on the City of Las Vegas website:

<http://www.lasvegasnevada.gov/information/19858.htm>

Focus Groups

The City of Las Vegas partnered with the UNLV Las Vegas Metropolitan Area Social Survey (LVMASS) research team to conduct five focus groups between October 7, 2009 and November 3, 2009. Four focus groups were conducted in English, and one was conducted in Spanish. Four focus groups were held in the evenings, one on a Saturday afternoon, at City of Las Vegas community centers: the Cimarron Rose Community Center, Rafael Rivera Community Center, and the East Las Vegas Community/Senior Center. Each focus group lasted between 80-90 minutes.

Thirty-one focus group participants were recruited from seven randomly selected neighborhoods across all six wards in the City of Las Vegas. These seven neighborhoods were part of a larger random sample of 22 neighborhoods originally selected for participation in the UNLV Department of Sociology Las Vegas Metropolitan Area Social Survey (LVMASS). The neighborhoods were stratified by low, medium, and high incomes and included single and multi-family housing units. The focus group research team canvassed each neighborhood, distributing flyers to announce the focus groups and request participants. Participants received a \$30 cash incentive for their involvement. After an initial screening of each volunteer to confirm them as City of Las Vegas residents, we obtained a total sample of 31 focus group participants. Of these, 64.5% were female, 35.5% male; 66.7 % were white, 3.3% Asian, 3.3% American Indian and 26.7% characterized themselves as "other." In addition, 36.7% considered themselves Hispanic. The average age of respondents was 51.3. The mean number of years participants lived in Las Vegas was 16.7.

The focus group process consisted of two parts:

Part one began with focus group participants completing a short survey to elicit a ranking of residents' perceptions about city services. The focus group moderator used that ranking to focus discussion on participants' rationales for ranking each service.

The survey asked two questions drawn from the City of Las Vegas 2009 Community Assessment Survey:

- 1) For each of the following city services, please indicate if you are not satisfied, somewhat unsatisfied, somewhat satisfied, or very satisfied with the service.
- 2) Due to cuts in the budget, some services may have to be reduced. For each of the following services please indicate whether this would be very good, good, bad, or very bad to reduce.

The city services listed as response categories were drawn from the 14 most positive and most negative responses indicated in preliminary data provided by the Cannon Center from the 2009 Community Assessment Survey (see accompanying Focus Group City of Las Vegas Services Satisfaction Survey in Appendix 4).

The focus group moderator collected completed surveys and tallied the rankings. After a conversation using a series of questions about neighborhoods and quality of life issues (discussed more below), the moderator returned to the two-question survey results to elicit participants' thoughts about how they understand the role of City of Las Vegas services in their lives and why they prioritize some services over others. Their discussion of the survey responses enhance the 2009 Community Assessment Survey data by providing in-depth information about respondents' needs, knowledge, and desires regarding City of Las Vegas services.

Part two of the focus group process consisted of a semi-structured conversation about neighborhood experiences and quality of life issues. Participants responded to a series of questions designed to elicit their thoughts about: sense of pride, belonging and attachment to the City of Las Vegas and their neighborhood, their neighborhood experiences, sustainability, and the City of Las Vegas government's roles and responsibilities.

The LVMASS Research Team presented a preliminary report on the focus group findings to the City of Las Vegas Council on January 7, 2010. The full text of the preliminary focus group report is available on the City of Las Vegas website:
<http://www.lasvegasnevada.gov/information/19858.htm>

City of Las Vegas Town Hall Meetings

In addition to the survey and focus groups, the City of Las Vegas conducted 13 town hall meetings between January 2009 and March 2009 to engage city residents on important issues currently facing the city. These town hall meetings were distributed across all City wards and were designed to provide an opportunity for City officials to share with residents their concerns about issues facing the city and to respond to citizen questions. The research team attended six town hall meetings, one in each City ward, and recorded attendance at the meetings and the questions posed by citizens to City of Las Vegas officials.

Summary of major findings

The major findings discussed in this section are interpreted from all three data sources: 2009 Community Assessment Survey, focus groups, and town hall meetings.

1. Overall satisfaction with city services

City of Las Vegas residents express relatively high degrees of overall satisfaction with the 28 City of Las Vegas services addressed in the 2009 Community Assessment Survey. Satisfaction ratings ranged from a high of 82% to a low of 69% of respondents who said they are satisfied or very satisfied with City of Las Vegas services. The services ranked highest in satisfaction (above 80% satisfied or very satisfied) include: “communication received from the City,” “emergency medical services,” “variety of programs and services available for youths,” “fire department services,” “availability of programs and services offered,” “function and reliability of the sewer system,” and “animal control.” Satisfaction results vary by Ward. For details see Table 35 in the 2009 Cannon Center’s Community Assessment Survey Summary of Results. High satisfaction with “Emergency medical services,” “youth services,” and “animal control” is consistent with the focus group findings.

2. All city services are important

City of Las Vegas residents see all city services currently provided as important to their quality of life. The 2009 Community Assessment Survey asked residents about the effects of reducing 22 services. Top-rated services (87%-86%) that would be “bad” or “very bad” to reduce include safety services, response time to traffic occurrences, youth programming, response time to medical emergencies, response rates to violent crime, fire prevention, senior programming, traffic enforcement, response time to both violent and non-violent crimes. At the other end of the spectrum, illegal sign removal was ranked lowest as “bad” or “very bad” to cut. Yet, well more than half of the respondents (65%) do not want the service cut. This percentage suggests that residents see any service reduction as unfavorable. This perception that all city services are important is consistent with the focus group findings. There was also evidence in the focus groups to suggest that many citizens did not fully understand all the services described to them in the short focus group survey. Focus group participants were more likely to suggest reducing services they did not understand well.

3. Services for human health, safety, and at-risk populations are most important

Although residents feel that all City services are important, services that address human health, safety, and at-risk populations rank particularly high. According to respondents to the 2009 Community Assessment Survey, fire department services, streetlight maintenance, and emergency medical services rank highest as service levels with sufficient emphasis and that should remain the same. These findings are consistent across focus groups where there was a consistent emphasis on health and safety services and a sense that these services are efficiently provided in their present form. Focus group participants highlighted the quality of service levels, indicating support for cost trimming measures if service levels are sustained. Town hall participants also expressed concern about maintaining adequate funding for emergency services and had many questions and suggestions pertaining to this.

Respondents to the 2009 Community Assessment Survey also indicate that services that address at-risk populations—youth, seniors, and low-income groups—are also important to sustain. Among services with more than 50% of the respondents reporting that the City of Las Vegas should place more emphasis on at this time were: services for seniors (55%), services for low income families (54%), and after school programming (53%). Focus group discussions revealed that participants see investments in youth as an investment in a safe city, secure future, as well as neighborhoods and quality of life. Likewise, residents at town hall meetings expressed concern about maintaining senior and youth programs, especially in low-income areas.

4. Smart economic strategies are required

City of Las Vegas residents expect officials to engage in smart, long-term planning to create jobs and a diverse economy. Nearly three-quarters (72%) of respondents to the 2009 Community Assessment Survey indicate “economic development to create more jobs” as the top-rated item for what the City of Las Vegas should emphasize during the economic downturn. At town hall meetings citizen expressed desires for a more diverse economy and attention to job retention and creation. Focus group discussions indicate that, while participants support economic development and diversification, not just any development will suffice. Residents desire smart development that brings long-term economic sustainability to the City of Las Vegas. As a part of this effort, participants are excited by efforts to develop cultural and educational opportunities in the downtown area, including the Union Park, the Smith Center, the 18b Arts District, the Springs Preserve. Participants also cited the Cleveland Clinic and the Lou Ruvo Center for Brain Health as crucial economic drivers to promote medical and technology sectors, along with specialty trades such as the furniture exposition

business at the World Market Center. Participants who lived near these areas were especially invested in the cultural, educational and economic opportunities that downtown enhancements would provide to their neighborhood.

5. Parks, community centers, and neighborhood supports are important for quality of life

City of Las Vegas residents cite public spaces, such as parks and community centers, as important to their quality of life. Residents expect the City of Las Vegas to create and maintain public spaces to enhance their quality of life and sense of community. According to the 2009 Community Assessment Survey, 78% of respondents indicated they are satisfied with the “overall condition of city parks” and 56% of all respondents said that during a recession the City of Las Vegas should maintain “about the same emphasis” on parks and recreational opportunities (residents were evenly split—21% to 21% — on whether there should be “more emphasis” or “less emphasis” on parks and recreation). Parks and recreational opportunities ranked 5th highest of 17 on this measure, behind only fire response services, maintenance of streetlights, emergency medical response services, and graffiti removal services.

Focus group participants expressed a strong interest in sustaining parks, community centers, and elaborated on why these services are important to their quality of life. Specifically, residents who had quality parks in their neighborhoods were proud of them and felt they enhanced neighborhood connections, neighborhood pride, and neighborhood aesthetics; those who did not feel that they had quality parks in their neighborhood felt isolated and underserved. Focus group participants also thought of parks and community centers as an important part of serving at-risk populations, specifically youth, seniors, and low-income groups.

Citizens at town hall meetings also echoed the importance of community centers, particularly in discussions about the East Las Vegas Community Center.

6. A majority of citizens are willing to pay to sustain important services

More than half of the respondents (53%) to the 2009 Community Assessment Survey indicated they “agree” or “somewhat agree” that they “would be willing to pay more in order to maintain city programs or maintain the quality of city programs.” Just over one-third of respondents (35%) indicate they would not be “willing to pay more in order to maintain city programs or maintain the quality of city programs.”

While focus group respondents did not always discuss the willingness to pay more topic, when they did discuss it the conversations focused on the

importance of sustaining city services at their present levels or better. Focus group respondents expected the city officials to devise ways to do this either by making service provision more cost-efficient or increasing revenues to sustain services if needed. Some participants said that if the costs justify the good service, then they “would rather pay to get that service.” No focus group participant spoke in opposition to the City of Las Vegas raising revenues to pay for needed services.

A few citizens in town hall meetings also echoed a general willingness to pay more for services, although citizens were also concerned about whether or not fees would be equitable, especially for low-income residents.

7. Focused communication is important

Most respondents (82%) to the 2009 Community Assessment Survey expressed satisfaction with the “communication received from the city.” However, focus group participants indicated that they would like to see more focused communication opportunities with City Council members and officials in their neighborhoods. Respondents in lower income neighborhoods were especially interested in increasing face-to-face communication opportunities. Virtually all participants indicated want to work with the city. Virtually all focus group participants expressed satisfaction that the City was sponsoring the 2009 Community Assessment Survey, focus groups and town hall meetings to elicit citizen participation in City decisions. Likewise several town hall attendees expressed appreciation for the opportunity to meet and have their voices heard by their representatives and hoped for more opportunities in the future.

The remainder of this report will discuss these major findings in more detail. The next section, Livable Las Vegas, discusses City of Las Vegas residents’ views on quality of life and the City of Las Vegas government’s role in supporting and enhancing a livable, sustainable community experience. This discussion is organized by the following themes: Sustainable Neighborhoods; Safe City; Fiscally Sound Government; Pro-Business Environment; and Vibrant Urban Fabric.

Livable Las Vegas: Introduction

A livable Las Vegas is one in which all city services are well funded and provided equitably to all residents, residents feel pride in their city and connection to their neighborhood, and residents have economic security and are hopeful for their future.

City of Las Vegas residents see all city services currently provided as important to their quality of life. When the 2009 Community Assessment Survey asked residents about the effects of reducing 22 services, no service ranked below a 65% response rate as “bad” or “very bad” to cut. This suggests that residents see most any service reduction as unfavorable to their quality of life.

City of Las Vegas residents also express relatively high degrees of overall satisfaction toward the full range of city services reviewed in the 2009 Community Assessment Survey. Satisfaction ratings ranged from a high of 82% to a low of 69% or respondents who said they are satisfied or very satisfied with City of Las Vegas services.

Yet, city residents are also aware that budget reductions are needed and priorities must be given to some services over others.

In the context of budget reductions, residents consider support for human health and safety services as paramount. Respondents to the 2009 Community Assessment Survey rank fire department services, streetlight maintenance, and emergency medical services highest as the services with sufficient levels of emphasis and indicate that the City of Las Vegas should maintain this emphasis. These findings are consistent across focus groups. Focus group respondents repeatedly emphasized health and safety services and expressed that these services are efficiently provided in their present form. Focus group participants highlighted the quality of service levels, indicating that they support cost trimming measures only if service levels can be sustained.

Respondents to the 2009 Community Assessment Survey indicate that services that address at-risk populations—youth, seniors, and low-income groups—are also important to sustain. More than 50% of the respondents reported that the City of Las Vegas should place more emphasis on: services for seniors (55%), services for low-income families (54%), and after school programming (53%). Focus group discussions revealed that participants see investments in youth as an investment in a safe city, secure future, strong neighborhoods, and high quality of life.

Livable Las Vegas: Livable, Sustainable Neighborhoods

Neighborhoods and the consequences of growth

Focus group discussions made clear that at the heart of any vibrant city are livable, sustainable neighborhoods where residents can feel secure and connected to others. Focus group participants saw the creation of and support for strong neighborhoods as one of the most important issues for the City of Las Vegas. Focus group participants also identified Las Vegas' phenomenal growth over the last two decades as both a source of pride and the heart of many problems that affect their quality of life and sense of community. Many focus group participants acknowledge that they are now concerned about their quality of life.

Pride in Las Vegas

Most focus group participants expressed pride and admiration at the City of Las Vegas' development into a world-renowned tourist destination. They marvel at the enormous economic growth in the Valley during the 1990s through the mid-2000s. As one respondent said, "I'm proud of the city and Valley and what we've done"

Despite the opportunities that such growth brings, participants were very consistent in pointing to negative consequences of this growth the City must attend to. Many focus group participants acknowledge that they were part of that growth. They came to Las Vegas for employment opportunities and created a home. Now they find themselves concerned about their quality of life.

Neighborhood as a source of attachment

Focus group participants see their neighborhood as important to their sense of community and attachment to place and expressed a desire for connectedness to others at the neighborhood level. When participants talked positively about their neighborhood, they described block parties and sidewalk conversations with neighbors, or brief periods when a few residents started a neighborhood watch. Many felt upbeat and positive about the ethnic diversity of their neighborhoods. Long time residents (i.e., those living in Las Vegas for more than 20 years) carry a strong sense of pride and commitment to their homes and neighborhoods.

Fragile neighborhood bonds

But when asked to describe their neighborhood more fully and who they really know and trust in their neighborhood, most described a scarcity of close neighborhood bonds, and a fragile, fleeting, and narrow sense of connectedness to others. Participants

interact primarily with individuals they see regularly, those immediately proximate to them in their neighborhood. As one participant said, “I only know the people on either side of me.”

Participants said that most people in their neighborhood are relative strangers to them. More than one resident compared Las Vegas with other communities and concluded that neighbors

“...talk to each other [in other towns]. Here you are strangers.”

“I get no sense of community here.”

Focus group participants talked of feeling wary of getting too close to others. They perceive a transient population and shallow neighborhood culture that works against building strong community bonds. One woman explained,

“I am friendly with my neighbors and...we look out for each other...But, it’s like nobody really does get too close because people move a lot. The ground just moves a lot.”

Several participants believe that too many people have come to Las Vegas only on a temporary basis with no interest in establishing roots and giving back to the community. Their perception of transience is also bolstered by recent economic changes that have produced a rash of foreclosures and vacancies that are changing the character of neighborhoods.

Effects of declining economy

Focus group participants emphasized how foreclosures and vacancies harm neighborhood pride and aesthetics, which in turn affects residents’ feelings of connection to their neighbors and neighborhood. As vacancies rise, houses fall into disrepair, landscaping dies, and graffiti and vandalism increases. Participants describe a snowballing effect: as neighborhood aesthetics suffer, quality of life suffers, and residents’ pride in their neighborhood and connection to their neighbors declines. Many participants said they did what they could to stem the tide of decline, by cleaning trash and tidying yards in vacant houses and apartments. But, they sense that their limited efforts will not be enough.

Points of Community Connection and Neighborhood Vibrancy

Despite concerns about neighborhood bonds, participants also express hope and optimism that they and the City can work together to meet the challenges of creating strong community connections needed to build vibrant, livable neighborhoods. Below are the areas focus group participants brought up most frequently as sources of connection and belonging.

Youth

All focus groups emphasized children as a key component of vibrant neighborhood life. Children act as a social lubricant for neighborliness. Likewise, respondents on the 2009 Community Assessment Survey stressed youth services are important to them.

Children are a vital part of the community experience. Neighbors connect with one another as their children play together, when individuals and families meet and converse on walks through their neighborhoods, and in settings such as schools and parks where families converge. Participants feel that the real city they live in is far from the adult playground image that Las Vegas has so successfully cultivated. For participants, the city is a place to live, support families, and create community. Our youth will grow to become the next generation of city leaders and responsible citizens and an investment in them is an investment in our future. Two participants captured a common sentiment among the focus groups when they said simply,

"We need to take care of our children."

"They are our future and we need to have something they can hold onto."

Focus group participants acknowledge that parents bear a significant part of the responsibility for youth development. But, their emphasis on children and neighborhood connections was also part of a wider discussion of youth and support services in the city. One resident said,

"I'm really concerned about the services that are available for the kids in the city."

Town hall participants echoed this concern, with one explaining that:

"...These programs positively affect the young people of this community. Not having these programs can lead to more violence and gang activity."

Focus group participants' concerns were especially directed at teenagers. They were virtually unanimous in their support for youth services for all ages, but were especially vocal in their perception that there are fewer constructive outlets for children as they age. A participant said,

"There is nowhere for kids after a certain age. It's like you are just grown up now. They are forgotten. They just get forgotten as they head into middle school on into high school. There is nothing for them, you know, there is no places for them, even community centers."

Town hall participants worried about cuts to the East Las Vegas Community Center, stressed the important of community centers for at-risk youth.

"Our kids depend on the community center to keep off the streets and away from drug activity. Where will they go if these services are cut back or eliminated?"

Focus group participants also made suggestions about the goal of youth services. One commented that youth services are important as a

“...means to an end. If you get them off the streets then they are not in jail or they are getting an education. It is important for those kinds of services to be there for the kids.”

Another participant said,

“There needs to be more leadership programs when kids start getting a little bit older and that is where the responsibility could go without spending a lot of extra money, and that’s developing our youth...let these kids that are pre-teens and teens and on into high school, you know, teach them leadership through going out into communities and making a difference.”

Town halls included discussions of youth services and educational opportunities. Participants emphasized both parks and community centers as important places to provide youth, as well as seniors and low-income residents.

Parks and Community Centers

The 2009 Community Assessment Survey shows that 78% of respondents say they are satisfied with the “overall condition of city parks” and 56% of all respondents say that during a recessions the City of Las Vegas should maintain “about the same emphasis” on parks and recreational opportunities. Respondents were evenly split—21% to 21% — on whether there should be “more emphasis” or “less emphasis” on parks and recreation. Parks and recreational opportunities ranked 5th highest of 17 services on this measure, behind only fire response services, maintenance of streetlights, emergency medical response services, and graffiti removal services.

Focus group participants see parks and community centers as focal public spaces for neighborhoods where residents create and sustain a sense of belonging. Participants expressed pride in having quality parks and see them as points for neighborhood identification. Many neighbors gather and connect with one another in parks and community centers. Focus group participants stress the need to support and maintain these spaces as symbols of neighborhood vibrancy.

All focus groups emphasized parks as invaluable community resources for youth, families, neighborhoods, and community building. Participants perceive neighborhoods with parks as more tight-knit, healthy, and stable. As one resident said about parks and community centers,

“I think those type of services are really important and that the City continues to provide those things so that the people in the neighborhoods who are trying to bring their neighborhood up to a better level, can continue to feel pride in the neighborhood.”

Likewise community centers are also invaluable to neighborhood vibrancy. A resident cited the range of classes and activities as important for both children and seniors. She said,

“There’s guitar lessons, there’s festivals, everything at these parks and recreation centers. Also swimming, cooking, and dancing. If they could just build a few more of those...”

Town hall participants defined community centers playing a pivotal role as a community resource for youth, low-income, and senior populations. Residents in Ward 3 were particularly supportive of the East Las Vegas Community Center and the important role it plays in their culture and community.

Despite positive statements about public parks and their role in community development, some participants perceive serious inequities regarding the number of parks, their size, and distribution across the City. These participants perceive that newer areas, especially west of Las Vegas Boulevard and outside the urban core, have more parks and better parks. Participants in areas without parks saw it as an indication of the City not caring about their neighborhood.

City-Neighborhood Partnerships

Focus group participants see Las Vegas as a young city full of possibilities and promise. Participants feel a responsibility to partner with the City to create livable, sustainable neighborhoods.

Community building requires citizens to act. As one focus group participant explained,

“It is up to the neighbors to get their own sense of community. I mean there is only so much responsibility that is the City’s. [The City] makes the resources available, but it’s like anything else. Nobody can force you, or force people to get together. People still have to do it, you know?”

Some town hall participants suggested city-neighborhood partnerships to address services areas that may have to be reduced in the present budgetary climate. These residents appear willing to donate time, money, and other resources to keep parks clean and community centers open. They will need the City to help coordinate these efforts if they are to be efficient and effective.

Community building also requires City support in the form of more outreach by officials and information and resources for community building. Participants want to see City Council members and officials out in neighborhoods more, organizing and attending neighborhood meetings and informational forums. Low-income focus group participants felt particularly left out in their outreach and communication with the City.

Livable Las Vegas: Safe City

City of Las Vegas residents prioritize city services directly related to human health and safety as vital to maintaining a safe city. Respondents to the 2009 Community Assessment Survey, along with focus group participants, emphasize emergency fire and medical services, as well as response to violent crimes as important areas to retain high service levels. Streetlight maintenance also ranked highly as a safety service.

Focus group participants responded strongly to questions about potential cuts in fire services, emergency medical services, and response to violent crimes, stating that these services are fundamental requirements. One focus group participant captured a common sentiment across all focus groups when she said that fire and emergency medical “...are basic services that we can’t live without in a city.” Participants across all focus groups reflected the high satisfaction rates with present service levels found in the 2009 Community Assessment Survey, calling fire and emergency services “efficient” and “effective.”

Focus group participants also discussed costs associated with emergency fire and medical services, noting that cost reductions seem appropriate if they can be accomplished without reducing service level. As a focus group participant put it,

“The services are good and the equipment is all good. The problem is the cost. This has to be brought under control [without] reducing response times. You don’t want to cut services to the community, you want to cut costs to operate.”

Other participants said that if the costs justify the high service levels, then they “would rather pay to get that service.”

Town hall participants were also very concerned about emergency services. In several meetings, maintaining adequate services and equitable fire department salaries and staffing were the most discussed topic. As one town hall commenter said,

As a concerned citizen I would like to express my support for public safety. Let’s protect our city as well as the tourist that come here.

Several town hall participants wondered how salary reductions for emergency service workers, such as firefighters, would affect service provision. As one town hall participant asked,

Would an 8%-16% salary reduction result in slower fire fighter or dispatcher response?

Others were adamant that firefighters not be cut, because “they are the backbone of the city.”

Most focus group participants felt satisfied with the safety of their neighborhoods. Some feared walking in their neighborhoods after dark and felt anxious about people on their streets whom they do not recognize. However, participants in the downtown core (Wards 3 and 5) see their neighborhood as on the cusp of two futures. Either

redevelopment efforts will take hold or redevelopment will stagnate and the area will decline. Participants are especially sensitive to a rise in vacant properties. Two participants explained that downtown area vacancies

“makes it scary. Why are they all empty? Why aren’t they doing something with those?”

“I could see downtown area even getting worse. “

City of Las Vegas residents also feel that a safe city values helping at-risk populations of youth, seniors, and low-income residents and providing educational and cultural opportunities that bring people together in ways that enhance community spirit among Las Vegans. According to the 2009 Community Assessment Survey, among the services with more than 50% of the respondents reporting that the City of Las Vegas should place more emphasis on at this time were: services for seniors (55%), services for low income families (54%), and after school programming (53%).

In focus groups, participants from lower income neighborhoods expressed concerns about youth delinquency adversely affecting their neighborhoods and they talked of youth programs that engage young children in constructive activities as an important part of the solution. Investments in youth is seen as investments in a safe city, secure future, as well as neighborhoods and quality of life. Town hall participants also raised concerns about maintaining programs for seniors, youth and low-income families, housing, as well as health care and services for minority and at risk populations were important topics.

Finally, a safe city prioritizes long-term water and energy security. This means residents support water conservation and enforcement of penalties for water waste. Energy security requires support for renewable solar, wind, and geothermal power sources for Las Vegas.

Across survey respondents, focus group participants, and town hall participants, the components of a safe city appear to include support for long-term planning and commitment to effective emergency services, education and cultural opportunities, and sustainable resources.

Livable Las Vegas: Fiscally Sound Government

The data collected for the “Your City, Your Way” Initiative suggest that City of Las Vegas residents understand there are serious shortfalls in the City of Las Vegas budget and that service reductions are pending. Focus group responses and some town hall meeting discussions indicate that residents are empathetic that city officials have difficult decisions to make. Beyond these general feelings, focus group participants did not discuss specific fiscal strategies with any specificity. There was no discussion of any perceived government waste or overspending among focus group participants. Focus group participants stated that they needed more from government, not less. Town hall participants likewise reflected the survey and focus group findings in stressing the need to maintain city services.

While some town hall participants questioned some city spending decisions in times of economic downturn, many also expressed a need to find ways to raise revenues. Some town hall participants questioned city spending on the new city hall and salaries for management and city council members. Participants also questioned whether or not the city should have been more prepared for budget shortfalls when the economy started to decline. At the same time, many town hall participants also suggested ways to raise revenues to make up for budget shortfalls. Several participants mentioned raising gaming, mining, and business taxes. Others mentioned restructuring taxes, more efficient ways of collecting taxes, getting more revenues from the state and a few mentioned taxing marijuana and legal prostitution. Town hall participants also proposed city-county consolidation efforts to save revenue. While there was concern about keeping government services efficient, there were no comments indicating that revenue sources ought to be cut further.

Livable Las Vegas: Pro Business Environment—Diversification

City of Las Vegas residents see job growth and a diversified economy as a city priority. Nearly three-quarters (72%) of respondents to the 2009 Community Assessment Survey indicate “economic development to create more jobs” as the top-rated item for what the City of Las Vegas should emphasize during the economic downturn. Focus group participants said that not just any job growth would suffice. The City of Las Vegas needs smart long-term planning and direction for job growth that creates a diversified, sustainable economy. We must think now about what we want the City to be ten, twenty, and fifty years down the road to expand beyond almost sole reliance on the boom-bust casino industry. As a focus group participant said,

“You cannot have an economy or city built on one particular industry. I think they need to diversify and get something else into this area to support people, get the right jobs and tax base.”

Several speakers at town hall meetings also called for economic diversification and expressed frustration with such a heavy reliance on gaming.

While supportive, focus group participants also voiced skepticism about the prospects of economic diversification in the City of Las Vegas, especially with the ongoing national economic recession. They worry that the city’s (and county’s and state’s) major reliance on fate of the gaming industry for revenue will not change. A long-time resident explained her attitude,

“It has been said every year. ‘There needs to be diversity. We cannot rely on gaming.’ Yet, the 40 some odd years I’ve been here, the ups and downs of gaming have happened and it always recovered because people had the money to come here. Well, they don’t anymore. That’s what is really harming our economy. We need something beyond gaming to help us weather these storms.”

Participants also cited educational issues as an obstacle to economic diversification. A participant said,

“Even with the tax benefits, corporations can’t always get the kind of people they need for their businesses because the labor pool here isn’t educated. There is no labor pool here with that kind of education. They need labor that has an education. If it’s not here, they cannot bring everybody they want. They want to be able to hire here and it’s not here.”

Smart growth also requires clear communication from policy-makers about planning and consultation with citizens about the desired development trajectory.

During focus group discussions about economic development, participants commented positively on activities in Union Park as a good start toward diversification. Participants felt that the City should capitalize on the arrival of the Cleveland Clinic and the Lou Ruvo Center for Brain Health to promote medical and technology sectors, along with specialty trades such as the furniture exposition business at the World Market Center. A few town hall participants expressed the hope that facilitating culture and the arts would help diversify the economy.

Livable Las Vegas: Vibrant Urban Fabric

A vibrant urban fabric requires maintaining a safe city, with a sustainable, high quality of life in neighborhoods, job growth, a diversified economy, and fiscally sound government to insure the ongoing provision of essential city services. As discussed above, most focus group participants express pride and admiration for how far the City of Las Vegas has come, and many express hope for downtown development efforts as a part of this positive development trajectory. They described an urban environment with a high quality of life as one that sustains a wide-range of jobs and businesses, offers diverse educational and cultural opportunities, and is home to generations of families. Focus group participants cite the Union Park development, the 18b Arts District, and the Springs Preserve as prime example of business and cultural activities that reflect this vision of a livable city.

Residents emphasize several themes important for creating a vibrant urban core. The first is the need for educational and cultural opportunities for youth, especially teenagers, along with parks and other public spaces, as components of a livable urban community. Focus group participants also suggested that the City take advantage of the beautiful natural surroundings adjacent to the City to enhance perceptions of what urban living in Las Vegas has to offer.

At the same time, some focus group participants perceived inequities about where the investment in our urban development has so far been concentrated. Specifically, they said that downtown development is mainly being concentrated west of Las Vegas Boulevard, while areas east of Las Vegas Boulevard struggle unnoticed and underserved.

In addition, while homeless encampment removal ranked at the bottom of 2009 Community Assessment respondents' list of services that are bad to reduce in the city budget (65%), participants in all focus groups talked about homelessness as a problem in urban communities. There were two themes in these discussions. First, participants said that homelessness could happen to almost anyone and the problem will likely to get worse as the economy continues to stagnate. Second, participants said that there should be more services for those who want them.

They are cutting these services and it's going to get worse. You got a lot of people dropping off the unemployment roll.

It can happen to anyone. It could happen to me. You get sick, you can't pay your bills, it happens. And you're getting a lot of veterans also and all the services are being cut right now, it's disgraceful.

There was also confusion among focus participants about what “homelessness encampment removal” means as a service. This may have affected their responses to these questions on the 2009 Community Assessment Survey and the small focus group survey. Focus group participants wondered whether or not homeless encampment removal means removing encampments without giving homeless residents follow-up support. Most focus group participants are in favor of providing support to help homeless residents of Las Vegas.

Participants were also clear that they were willing to act to support and participate in whatever continued investments can be made in developing and sustaining a vibrant, livable, urban environment. They want their neighborhoods to be aesthetically appealing spaces where they feel commonality, trust, solidarity, mutual reliance, and pride. Creating vibrant neighborhoods requires commitment from residents and City support. As a participant said, we need to

“...maintain a certain level of acceptance or bringing things forward to make it livable for everybody. [Strong communities] require city services because if somebody doesn’t come and pick up the trash, and it is on the street, then nobody wants to live in the neighborhood. So we can’t sustain that relationship with our neighbors because we don’t want to be there anymore. A sustainable community comes together to help each other sustain a certain standard of living. And the City is part of that community. The county is part of that community. The neighbors in general are part of that community.”

Town Hall meetings

City officials held 13 town hall meetings from January 11 to March 4, 2010 at public facilities in each of the city's wards. The purpose of the town hall meetings was to share with City of Las Vegas residents the budgetary difficulties faced by the city and allow residents the opportunity to ask questions. In each town hall meeting, Mayor Oscar Goodman and city council members answered questions. City Manager Betsy Fretwell provided an overview of the fiscal situation facing the city. A number of city department heads and other officials attended these meetings and helped to answer questions raised by citizens. Two town hall meetings were held following the March 1 due date of this report and are not included in the following review. The research team attended six town hall meetings, one in each City ward, and recorded attendance at the meetings and the questions posed by citizens to City of Las Vegas officials.

Overall question themes

Residents realize budget reductions are necessary and the decisions to be made by City officials will be challenging. In the six meetings the LVMASS research team attended, more than one thousand residents of the City of Las Vegas turned out to provide comments and suggestions about the City's budget shortfall.

The main themes of questions and comments among town hall participants include:

1. City employee wage reductions, layoffs, and collective bargaining
2. City revenue sources and revenue growth strategies
3. Economic diversification
4. Public safety services
5. Potential effects of city service reductions
6. Downtown development projects (city hall, mob museum, etc.)
7. Community centers, arts and cultural programming
8. Youth and senior services
9. City communication
10. City-county consolidation and consolidation of services
11. Housing vacancies and foreclosures

Town halls meetings indicate that many City residents' have questions about how the City of Las Vegas budget is created, where funds come from, how different funds are allocated, and how the City of Las Vegas ended up with such dire budgetary issues. Consequently, town hall participants expressed mixed reactions to how the budget should be balanced. Participants feel that employee sacrifices should be shared equally and that the City Council, Mayor, and City Manager should lead by example and take

pay cuts before requesting other employees do so. Layoffs should be an absolute last resort to saving funds.

Town hall participants expect the City, when possible, to go after and utilize opportunities the federal government is currently providing through stimulus funds. The City should also be diligent in applying for grants and developing community partnerships during the recession. Citizens expressed a need for neighborhood, housing and employment assistance from the City.

Many town hall participants expressed frustration that the City of Las Vegas is emphasizing service reductions rather than raising revenue. Suggestions for raising revenue ranged from legalizing and taxing the sex industry and marijuana, developing a state lottery, restructuring the tax system, and raising taxes for specific industries such as mining and gaming. Consolidation of the City of Las Vegas with Clark County, the City of Henderson and the City of North Las Vegas was suggested as a way to eliminate the duplication of services. Moving from a 5 to 4 day workweek was also recommended.

Town hall participants want the City to put an emphasis on diversifying our local economy. There needs to be a shift from a relying on the gaming industry to having other industries that can provide economic stability. Several residents emphasized the ways that art and cultural investments could bring economic diversity and additional revenue to the city

High-tech and alternative energy industries appeal to town hall participants as forms of commerce to add strength and diversity to our economy.

While some town hall participants identified a divide between essential and non-essential services, the majority of participants see any service reductions as unfavorable. As one resident noted:

“Safety for city parks, YMCAs, city properties, etc. should not be compromised since these are vital places for families, children and seniors to enjoy. City residents do not want to lose vital services such as public safety, fire, medical and education.”

Town hall participants reacted strongly to the notion that health and safety services may be compromised due to budget cuts. They see these services as fundamental to the safety of the City and its residents. Residents want to sustain existing public safety levels and do not want the provision of services such as fire, emergency medical services and law enforcement to be negatively affected by budget reductions.

“Don’t cut public safety funds at all. I don’t want any delayed responses due to lack of personnel or equipment.”

Town hall participants also had strong reactions in favor of retaining cultural centers and community services. Participants indicate that community and senior centers and cultural, youth and seniors programs are vital to the City of Las Vegas. Residents rely on these places and their services to create a sense of community in their neighborhoods and enhance their quality of life. Community centers and senior centers help keep

residents engaged in healthy activities and provide educational opportunities many residents could not otherwise afford. Participants implored the City to keep these services available and affordable.

"I feel the social and educational programs for the poor and elderly are critical to our quality of life."

Public safety and community and cultural services are highly desirable and interrelated components of strong communities. Many participants highlight the role community and cultural centers play in public safety.

"Our kids depend on the community center to keep off the streets and away from drug activity."

"I'm aware how these programs positively affect the young people of this community. Not having these programs can lead to more violence and gang activity."

Some citizens raised concerns over perceived non-essential projects such as city hall and mob museum, suggesting that these are poor ways to spend public funds during a time of crisis. There were more than 25 comments or suggestions pertaining to city hall, despite City officials disseminating a written list of explanations for the most frequently asked questions, including city hall funding, prior to most town hall meetings. Many residents summed up their thoughts in a few words such as: "[it] is not justified at this time" or "don't build it." Yet, a segment of people viewed such projects as a way to help employee contractors severely impacted by the recession. The general consensus was the City should extend contracts to local firms that hire local people for these projects.

How can you guarantee jobs will be provided to local Las Vegans and not to outside low bidding non residence?

Iron Workers in the audience wanted to know what the City of Las Vegas' stance is on local versus outside labor.

Many town hall participants viewed the meetings as a highly desirable avenue for citizen participation in the City of Las Vegas budget decision process. Many participants thanked the Mayor and other city officials for the opportunity to provide input and have their questions answered. Residents suggested that the City continue to communicate with them in an open, accessible forum.

The following sections provide overviews of the six town hall meetings attended by the research team.

Ward 1:

YMCA Meadow Lane, February, 27, 2010

Approximately 80 people attended this Saturday morning town hall. Approximately half of the attendees were also city employees. Questions asked included anticipated

reductions in fire prevention services, support for youth programs, senior centers, and neighborhood services such as graffiti removal and code enforcement. Participants also addressed city communication, suggesting more online communication and reductions in City Channel 2 programming. Participants also raised concerns about crime enforcement and jail funding.

Ward 2:

Summerlin Library and Performing Arts Center, January 11, 2010

The auditorium, which seats 285, was completely full. There was also a line of people outside of the door who were asked to attend future town hall meetings. When asked how many participants in the hall were City employees, approximately 70% of the audience raised their hand. Later in the evening, approximately 80% of attendees raised their hands when asked how many were firefighters or friends/family of firefighters. A large number of questions at this meeting pertained to budgetary issues, specifically firefighter salaries and other issues related to the budget for emergency services.

Ward 3:

East LV Community / Senior Center, January, 27, 2010

The ballroom had 700 chairs set up for the event. All of the chairs were full and there were approximately another fifty people standing. At the beginning of the presentations, Mayor Goodman asked how many people would require translation services and a majority of people raised their hand. An AmeriCorps volunteer translated the presentation for the Mayor and the City Manager. AmeriCorps volunteers also translated the written questions. At one point in the presentation, Mayor Goodman asked how many people had been recently laid off. Approximately 80% of the participants raised their hands. When asked how many people had been affected by foreclosure, approximately 40% of participants raised their hands. A vast majority of questions focused on the East Las Vegas Community/Senior Center and cultural and educational programming. Throughout the evening, each time a question was posed regarding community centers and programming applause of support poured out from the audience. Community centers fit two primary needs of these residents: providing English as second language classes and “keeping our kids out of trouble.”

Ward 4:

Durango Hills YMCA, January 25, 2010

The room was set up for around 100 people. There were a total of about 80 people present. When Mayor Goodman asked how many people were city employees, approximately 65 people raised their hands. About 15 were residents who were not city employees. There were three or four families with children. Questions covered city spending decisions, city services like traffic control, and public safety. There were also a

number of questions on arts and culture. After the written questions were answered, several people asked questions from the floor. These questions and statements focused on the city doing more to encourage economic development, particularly arts and entertainment activities that could be exported. There was a strong desire not to cut funds for the arts. There were also a few questions regarding the impact of cuts to fire fighting services.

Ward 5:

City Council Chambers, January 19, 2010

Approximately, 150 people attended this town hall meeting. Approximately 30 of those attending were not affiliated with the city as employees or friends and family of employees. Main themes at this meeting focused on the new city hall project and firefighters budgetary issues.

Ward 6:

Centennial Hill Community Center, February 9, 2010

Approximately 55 people attended this town hall meeting. Representatives from the City did not directly ask how many people in attendance were employees of the City. This town hall meeting touched upon many themes including budget issues, raising revenue, and cultural issues. Residents offered several suggestions for the City's consideration.

Considerations

Consideration 1: City residents expect City government to sustain existing service levels wherever possible, especially for essential health and safety services such as emergency fire and medical services. Citizens also offered more consensus on what programs to maintain than on what specific programs to cut. Participants are not especially well versed in the details of how City services are funded and how modifications might affect service levels.

As the City implements budget reductions, City officials should communicate very clearly and specifically in two areas: 1) what budget reductions will mean to existing service levels and how reductions will or will not directly affect City residents; and 2) the scope of City obligations, what different City services specifically provide for residents, and the relationship of City services to services provided by other municipal, regional, and state agencies

Consideration 2: Youth, senior, and low-income support services are important to citizens. When considering their future, participants place a great deal of importance on investing in children to grow and develop into tomorrow's City leaders and residents. Providing activities for children is also seen as important to the safety of the community. It is especially important to provide teenagers with safe, challenging educational and cultural programs and activities. Senior and low-income services offer needy populations constructive, highly-valued economic support and cultural activities.

As officials make budget decisions, they should consider the importance participants place on services that serve youth, senior, and low-income populations and try to mitigate reductions that compromise these highly valued services.

Consideration 3: Participants take responsibility for creating strong neighborhoods, but need the City to support their efforts by providing leadership, direction, and resources. Citizens see their local community centers and parks as important to maintaining connection and identity with the community.

Officials should consider the effect of reducing services that influence residents' feeling of pride and investment in their community. Officials may consider ways to create partnerships with residents to supplement any reductions in services that protect neighborhood aesthetics, support community gatherings, and sustain public spaces, such as parks and community centers. This might include organizing volunteer cleanup groups for parks and vacant lots, and volunteer staffing for community centers.

Consideration 4: Citizens identify economic diversity as a high priority for the City.

City officials should continue to take serious steps to spur economic diversification that will expand the tax-base and build a more economically

stable, livable city. There should be clear and constant communication about all economic diversification efforts.

Consideration 5: Citizens expect City officials to consider revenue-generating strategies to close the gap between city needs and present funding levels

City officials should consider how to enhance existing revenue generating strategies and think creatively about new strategies to increase City of Las Vegas revenues.

Consideration 6: Citizens were very appreciative that the City reached out for their ideas, thoughts, and opinions. Participants were pleasantly surprised, enthusiastic, and proud to serve their City and community needs through their involvement in the focus groups. They would like more of these neighborhood-based opportunities to participate in City problem-solving efforts.

City officials should consider innovative ways to better communicate and reach out to City residents and create opportunities for civic involvement.



City of Las Vegas Online Survey

As part of the “Your City, Your Way” Initiative, the City of Las Vegas offered residents an opportunity to participate in an online survey about city services. This survey was open to any resident of the City of Las Vegas. Consequently, this survey sample population includes only those who self-selected for participation. Results from the survey are available in Appendix 6.

About the LVMASS research team

The Las Vegas Metropolitan Area Social Survey (LVMASS) project is a long-term collaborative research project located in the Department of Sociology at the University of Nevada, Las Vegas. LVMASS began with a working group drawn from faculty and graduate students focusing on issues of urban sustainability. The current LVMASS project is designed to identify the socio-spatial distribution of knowledge, opinions, and perceptions about urban sustainability in the Las Vegas Metropolitan Area. The project focuses on how Las Vegas residents think about their urban environment across three dimensions of sustainability: 1) community and quality of life; 2) condition of the natural environment; 3) urban economic development.

LVMASS has three goals.

- 1) **To provide basic research on urban sustainability** in rapidly growing regions. It will also provide data to UNLV researchers and their partners for assessing research questions about community formation, spatial variation in public attitudes, social integration, health, education, and quality of life, ecological attitudes, economic concerns, environmental opinions, and public desires for urban living.
- 2) **To provide data that will assist local and regional governments and planners** in crafting informed, strategic policy programs for social, economic, and ecological sustainability.
- 3) **To train future researchers** through the UNLV Department of Sociology graduate program in urban sociology.

The LVMASS team members includes:

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Acknowledgements

The Las Vegas Metropolitan Areas Social Survey Research Team is supported with funding from the University of Nevada Las Vegas Presidential Research Award, the UNLV Department of Sociology, UNLV Urban Sustainability Initiative, Southern Nevada Regional Planning Coalition, and the City of Las Vegas.

The LVMASS team would especially like to thank students in the Urban Sociology Working group, Brooke Wagner, Daniel Sahl, Crystal Jackson, and Giselle Touzard. We would especially like to thank Elizabeth Kahre and Catherine Morehead.

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Appendices

Appendix 1: City Services Focus Group Survey Summary

This appendix provides detailed discussion of participants' thoughts about specific City of Las Vegas services. As described in the Methodology section above, focus group participants took a brief survey responding to two items taken from the City of Las Vegas 2009 Community Assessment administered by the UNLV Cannon Survey Center. The following items indicate how focus group participants interpreted and discussed the two questions about specific City of Las Vegas services drawn from that survey.

City Services: Most Satisfied

Fire Department and Emergency Medical Services

Participants across all of the focus groups consistently responded that they were most satisfied with fire department services and emergency medical services. They describe these services as “essential” and “necessary” to life and health of the City. Participants are impressed with the speed and efficiency of fire and emergency medical services, describing them as “reliable,” “prompt,” “responsive,” “courteous,” “helpful,” “respectful,” and “impressive.”

Animal Control

Participants also discussed animal control as an important and well-perceived Las Vegas City service. Similar to Fire and Medical response, participants see animal control as a necessary service in the context of urban living. They perceive animal issues—strays and feral animal populations, as well as non-stray animal nuisance problems (i.e., barking dogs, aggressive animals)—as important concerns that must be addressed. Discussions centered on how “reliable” and “fairly effective” animal control officers are in handling problems when those problems are reported.

There was a bit of confusion by some respondents about how to interpret the meaning of animal control as a city service. Some participants appeared to interpret “animal control” to mean whether or not they are satisfied with their own neighbor’s control (or lack) of their barking dog, aggressive dog, etc. However, most participants appeared to correctly interpret the question to refer to the City of Las Vegas Animal Control.

City Services: Least Satisfied

Downtown Parking

Participants cited downtown parking as one of their least satisfied areas of City service. Respondents consistently described frustration with the lack of available parking, poor proximity to highly-frequented downtown areas (i.e. government buildings such as the jail, courthouse, and City Hall), and the exorbitant cost of both parking meters and fines for running over what participants consider inordinately short meter times. Discussions revolved around participants' need to develop "creative" parking strategies when parking downtown. Such strategies include parking in casino self-park garages and other spots not intended for them.

Cleaning vacant lots

Participants cited cleaning vacant lots as one of the services they are least satisfied with. There appears to be a variety of interpretations among the respondents that explain their dissatisfaction. Some respondents discussed the large number of vacant lots they see and their desire to have them cleaned of the trash, signs, and other items. These respondents thought that the City simply couldn't keep up with the large number of vacant lots.

Other respondents agreed on the importance of cleaning vacant lots, but were unsure if this is a City service and whether or not it should be a City service obligation or the property owners' responsibility.

Another interpretation issue pivoted on whether "vacant lots" refer to commercial or government owned properties, or private residences. Participants expressed the need for attention to all of these.

Finally, most respondents seemed to agree that cleaning vacant lots is an important service, but not a necessary one when compared to emergency medical or fire services.

Condition of city streets

Participants referred often to their frustration with the condition of city streets. They repeatedly cited poor lane markings, poorly lit intersections, ongoing construction hassles (i.e., too much construction at one time compromises efficient travel through the city), and handicap access issues on sidewalks and crosswalks in some neighborhoods.

Homeless encampment removal

Homeless encampment removal was a popular topic of conversation across all focus groups. First, participants identified the large population of homeless in Las Vegas as a "bad situation" that needs a solution. However, participants "don't want to condemn the homeless" just for being homeless. As one respondent said, "They [homeless] have a right to be in the city just as much as any of us do." Another reflected that, "it [homelessness] can happen to anyone who gets down low, because everything is so

stretched out....” There is general support for City services that aid those homeless who desire help. However there is confusion about what solutions are available.

There is a lack of clarity about what “homeless encampment removal” means as a City service. Participants questioned whether it simply means removal of the encampments with no support services provided afterwards, or if it means removing the encampments while providing mental health services, food, and shelter options. Participants talked about homeless encampment removal as an important service if it was combined with homeless support services.

In addition, not all participants believed homeless encampments themselves were a problem. Some had not come across them around their neighborhoods. Most discussion over the survey item on encampments centered on the general problem of homelessness.

City Services: Bad to Reduce

Emergency fire/medical response services & response rate to violent crime

Across all focus groups, emergency fire and medical response and response to violent crime were discussed as essential services that are necessary to maintain. Respondents talked about each as “basic services we can’t live without.” Some predicted “mayhem” if there are substantial reductions. As one participant said, “Medical alert and fire department... that stuff is important. Lives are involved in that. The other stuff [city services] is nice things to have but...compared to someone who is dying...”.

Response time to emergency medical services

Similarly, response time to emergency medical services was met with across the board support among respondents. Reactions included: “a lot can happen in a minute;” “if it is good now I think we should keep it like it is;” “make it better if you can;” “human lives are most important.”

Youth programs

Youth programs were a popular topic in the focus groups, with most conversations revolving around the need to offer youth educational, sports, health programs, and civic leadership opportunities. Some respondents saw these as able to instill positive qualities in early childhood and beyond and would keep young residents away from distracting and corrupting influences. Participants said, “You must keep kids off streets, give them educational opportunities, as an investment in the future;” and, it is “productive” to support youth services that support and teach “accountability and social responsibility.”

Some respondents cited a special need for programs for teens stuck between adolescence and adulthood with few constructive options. Participants suggested the City could implement “service days” and “leadership programs” to promote volunteerism and educational opportunities outside of the school classroom.

Yet, there is also great lack of clarity about precisely what youth services the City provides. Several focus group participants in each session asked questions such as,

“So what are the City services for youth?”

“Actually I would like to know, what is the City’s duties. I do not know what the City is obligated to do.”

“I’d like to know what the role of the City is? What is their responsibility?”

As would be expected, some of these questions came from childless participants, although not all. It appeared that many participants simply did not know what programs and opportunities the City provides for youth. The common attitude among them, however, seems to be that youth services are important and to cut them would be, in the words of one participant, a “bad idea.”

Maintenance of city parks

Maintenance of city parks came up in several focus group discussions as crucial for public health and community building. Respondents feel that having neighborhood gathering places such as city parks is important to solidarity and community spirit. The key for many participants, especially those in the older sections on the City’s east side, was to renovate and maintain the older parks to reflect the newness, cleanliness, and appeal of the newer parks on the City’s west side.

Discussion of parks and park maintenance also coincided with discussions of youth and youth services. Parks are important places for youth to gather and play, enhancing their health and keeping them out of trouble. For this to happen, parks must be appealing to youth and other participants in the first place.

Animal Control

Respondents perceive animal control as a crucial necessity due to the amount of stray and dangerous animals. Their concerns coincided with the comments above on most satisfied City services.

City Services: Good to Reduce

Fire Prevention

Fire prevention is a City services commonly cited as good to reduce. Respondents indicated that the fire prevention service category as a non-essential item, especially when compared to emergency fire response.

There is also a great deal of confusion about what the fire prevention service category refers to. Several participants asked, “What is fire prevention?” Others tried to interpret for the group that fire prevention must mean getting instructions on how to install smoke alarms or sprinkler systems. Others agreed with one respondent who said simply, “I haven’t seen these [fire prevention] efforts directly.”

Cleaning vacant lots

The ranking of cleaning vacant lots as a service to reduce reflects a perception that, while it is a nice service to have and important for community perception, it is non-essential when compared to services such as fire and emergency medical response. As one respondent explained, “It’s not a necessity compared to someone who is dying.” In addition, some perceived that this was a responsibility of property owners.

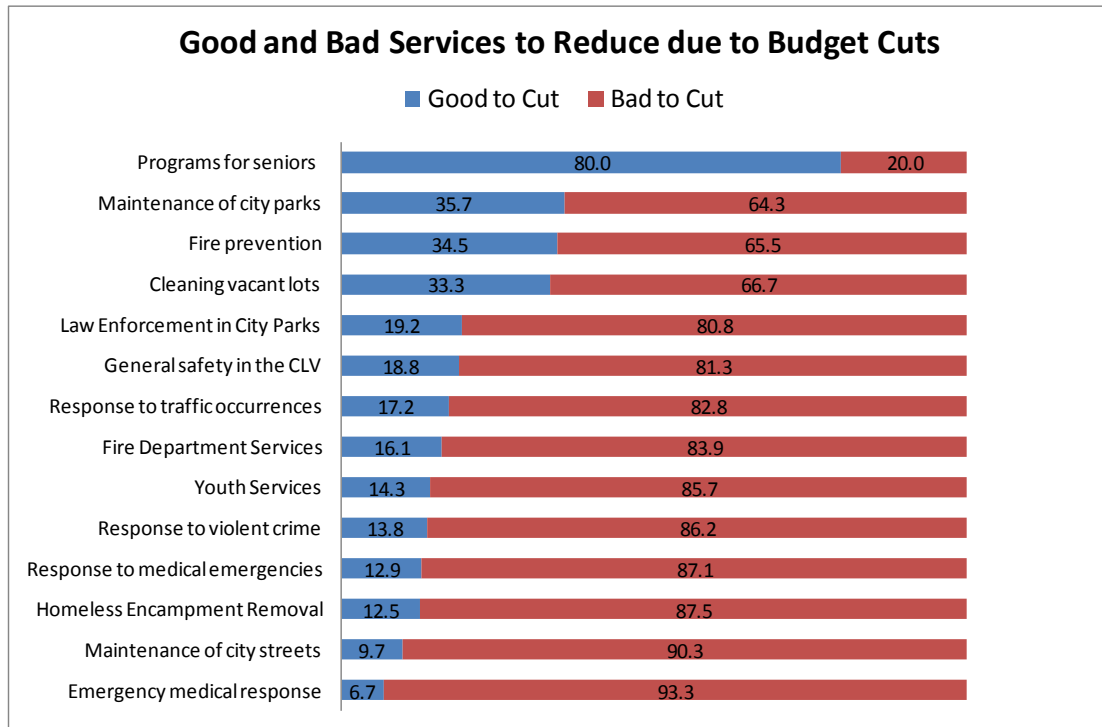
There was a bit of worry about cutting this service, however. Participants in two focus groups discussed the importance of a clean, well-maintained neighborhood to community pride and involvement. Participants worried about vacant houses and lots as aesthetic eyesores and magnets for squatters or graffiti artists. Participants said it is important that vacant spaces are not left unattended, as community pride and attachment will falter. Some participants speculated that perhaps the City could organize volunteers in neighborhoods for vacant lot cleanup.

Law enforcement in city parks and facilities

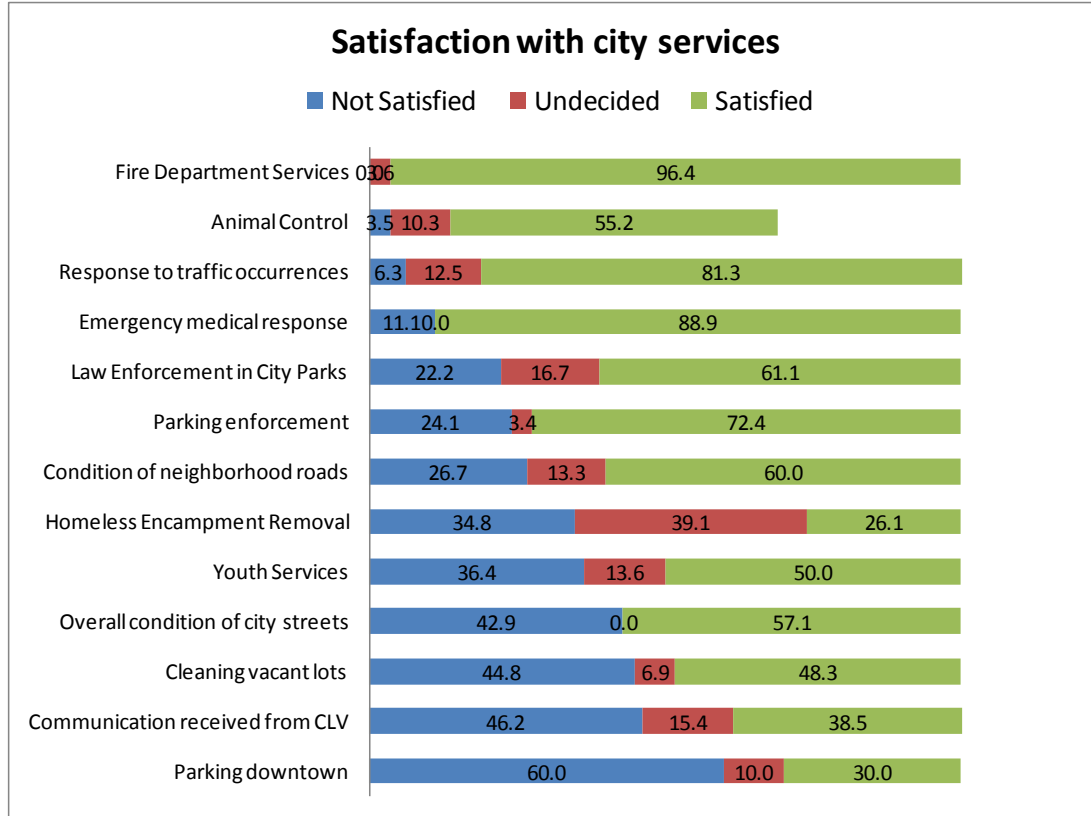
Several respondents discussed law enforcement in city parks and facilities as a service item that could be reduced if needed. Participants speculated that park users themselves can informally “police” the parks during the day, when there is little fear of crime anyway. Other participants were unaware that parks had a specific law enforcement group.

Participants defined park policing and cleaning vacant lots as “non-essential,” services, when compared to “essential” services such as fire and emergency medical services. However, respondents made clear that by “non-essential,” they did not mean “unimportant.”

Appendix 2: Focus Group survey results: Good and Bad Services to Reduce



Appendix 3: Focus Group Survey Results: Satisfaction with City Services



City of Las Vegas Services Satisfaction Survey



1. For each of the following city services, please indicate if you are not satisfied, somewhat unsatisfied, somewhat satisfied, or very satisfied with the service. If you are not familiar with the service select N/A.

| Name of City Service | 1 Not Satisfied | 2 Somewhat Unsatisfied | 3 Undecided | 4 Somewhat Satisfied | 5 Very Satisfied | N/A Not familiar with service |
|--|------------------------------|-------------------------------------|--------------------------|-----------------------------------|-------------------------------|--|
| The availability of services and programs offered for children and youth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Law enforcement services in city parks and facilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Animal Control | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fire Department Services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Emergency Medical Services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleaning Vacant Lots | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Homeless encampment removal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parking Enforcement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The condition of my neighborhood road lane markings | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The availability of parking in the downtown area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communication received from the City of Las Vegas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Response time to traffic occurrences | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall condition of city streets | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2. Due to cuts in the budget, some services may have to be reduced. For each of the following services please indicate whether this would be very good, good, bad, or very bad to reduce.

| Name of City Service | 1 Very Good | 2 Good | 3 Bad | 4 Very Bad | 5 Not Sure |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Emergency medical response services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Homeless Encampment Removal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fire response services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Response time to traffic occurrences | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Response time to medical emergencies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintenance of city streets | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintenance of city parks | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Programs for youth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fire prevention | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Response rates to violent crimes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Law enforcement services in city parks and facilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleaning Vacant Lots | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Programs for Seniors | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| General Safety services in the City of Las Vegas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

1. What year were you born? _____
2. How many years have you lived in the Las Vegas Valley? _____
3. How many years have you lived in your current neighborhood? _____
4. What is your current employment status?
 - a. Working full-time
 - b. Working part-time
 - c. Retired
 - d. A homemaker
 - e. Unemployed
 - f. Student
 - g. Other
5. What is your current marital status?
 - a. Married
 - b. Single
 - c. Divorced
 - d. Widowed
 - e. Separated
 - f. Living with a partner but not married
6. What is your gender?
 - a. Male
 - b. Female
7. What is the highest level of education you have completed?
 - a. Less than high school
 - b. Some high school
 - c. High school diploma
 - d. Some college
 - e. College Degree
 - f. Graduate or Professional Degree
8. What is your racial background?
 - a. White
 - b. African American
 - c. Asian or Asian American
 - d. American Indian or Native American
 - e. Pacific Islander
 - f. Other
9. Do you consider yourself to be Hispanic, Latino, Mexican-American, or Spanish background
 - a. Yes
 - b. No
10. Do you currently own or rent your home?
 - a. Own
 - b. Rent
11. What is your zip code? _____

Appendix 5 Town Hall Questions

Below are participant questions in the six town halls attended by the LVMASS team, organized by theme. Questions are color coded by ward:

Ward 1 deep red Ward 4 orange
Ward 2 green Ward 5 blue
Ward 3 purple Ward 6 red

Diversify LV Economy

- What is the city doing to make sure we diversify our economy, so that we do not rely on tourism only?
- Reward entrepreneurs and open zoning requirements.
- What is the city doing to replace the income revenue from the failing gaming in the city?
- The incentive programs have not addressed the needs of those that make a living as artist. Las Vegas needs an art arena; incentives should be given to artist who has business licenses. Self employed cultural & arts businessmen should receive financial assistance equivalent being received on unemployment.
- Invest in the arts. It is the only way we can diversify the economy.
- Providing job opportunities through the arts and crafts. Las Vegas does not provide or produce anything for export. Through the promotion, production and exportation of local fine arts (hard tangible products) that is appreciated in many parts of the world, we can bring in a lot of cash, give locals jobs, and sell additional art when tourists come to town.
- We should be growing this (arts) area of education. Tourist coming to Vegas would spend money on Arts entertainment and purchase artwork and crafts from local artists. Artists can hire and train assistances to produce the products and put on the shows. In the 21st century the arts are a proven, profitable industry.
- Improve technical education to attract hi-tech industry.
- Bring in high tech businesses to diversify economy and to increase revenue.
- What are we doing to diversify the economy?

Raise Revenue

- Citizens should pay more to maintain services.
- Has the City considered legalizing prostitution and marijuana to allow for additional revenues?
- Regulate and tax those in the adult sex industry.
- Raise gaming and mining taxes to a reasonable rate.
- Work with other government agencies to re-evaluate the tax structure and then work with the State on a reasonable approach to modifying the tax structure.
- What are your plans on collecting monies owed to the city for EMS? We need to bill the 9 million dollars and collect half?

- Since we are not at our maximum allowable tax rate. Why not split the difference between the current rate and what is allowed? It could raise about 19 million.
- Hotels and conventions should be taxed more.
- As far as taxes from property sales, gambling decreases, have you attempted to pursue fair tax collection from businesses, such as K-Mart, Walmart and other services job creating firms?
- What has the Mayor and Council done specifically to increase revenue at the state level?
- If the state refuses to establish a lottery to help raised revenue, when will the city establish a lottery?
- Raise taxes to offset the tax refunds we got back in 2006.
- Why can't we find a way to raise taxes on casinos?
- What are you doing to tap into the grant writing skills of your staff to bring more revenue?
- Raise business taxes or enforce obligatory community service for those who disregard the clean image of the City of Las Vegas.
- All the options involve budget cuts but none show options to make money. Raise taxes and save the city.
- Collect on outstanding lien and monies owned to the city.
- Can the city run a lottery to generate funds?
- Why not put the money from the parking garage settlement into the city offices?
- Are banks paying property taxes on foreclosed homes?

City Hall

- Where does the redevelopment money come from and why build a new city hall?
- Do not build a new city hall that is not justified at this time.
- The current city hall project is a mistake under the current economic conditions and should be put on hold.
- How does it benefit us to hire contractors outside of the Las Vegas area to build the new city hall?
- Why are we building a new city hall?
- What will the total cost of the payments be on the bonds that were issued for construction of the new city hall?
- Why should government employees in all areas lose wages and jobs so the Mayor can establish his legacy by building a new city hall and sports arena?
- Why build the new city hall? You need to hire more people.
- Why is the city embarking on building a new city hall when you're cutting employees? All building should be stopped until the budget crisis is resolved.
- If budgets cuts are occurring then why have you opened a 7.9 million center?
- Who is paying to the new city hall's furniture, phone and moving expenses?
- How much is the new city hall going to "cost" its residents who are voting tax payers with potential layoffs of its employees?
- The County has it city center. The city hall is our monorail.

- How much has been spent on this project already out of the budget on design, parking garages, etc.?
- How much is the furniture and move to city hall going to cost?
- The City's website states the new city hall's first payment isn't due until 2017, if the economy does not improve; will the general fund make the bulk of the 13.4 million payment like the city hall frequently asked questions website says?
- Why build a new city hall now?
- Stop spending money on a new city hall, mob museum, and trying to get a sports team.
- Why do we continue to believe that eliminating city jobs is budget worthy and hiring construction workers is okay regarding city hall from city general funds?
- How can the city justify spending 210+ million on an unneeded city hall while still considering cutting public safety and fire response.
- Can you guarantee that no general fund money will go towards the new city hall?
- Don't build it.
- Where is the funding for furniture design and current expenses for the new city hall coming from?
- If the new city hall cannot be occupied due to city revenue falling is your fall back plan to have city hall move into the atrium building?
- Stop moving funds (??) with new city hall until economy rebounds.
- Are future payments for the city hall going to come out of the general fund?

Consolidation

- With the budget problems, is it time to merge North Las Vegas and Urban Clark County?
- To prevent reduction, look into consolidating with valley governments. The marshal and police should in one facility.
- Why have we not heard anything about the Metro budget? Have you all considered consolidating the LVR & R along with Clark County F & R?
- The city and county should consolidate to create revenue. There should a department that assesses what is and is not working.
- In some areas duplicates services are being provided by both private and public sector. Is any consideration being given to eliminating such services?
- If you want to consolidate all the government entities together why the need for a new city hall when there is a fairly new building for Clark County on Grand Central Parkway?
- Isn't it time to consolidate city and county courts? Are we paying twice for Metro Police? We appear to be taxed as city and county residents.

Communication

- I would appreciate more town hall meetings like this.
- What will happen with the questions that are not answered in the Town Hall meetings?
- What is the purpose for the Town hall meetings and how will it change the outcome?
- Can we get a town hall meeting for the "historic Westside"? Our issues are different.
- You should keep meeting with employees separate from citizens.

- If you have separate meetings for ee's then certainly we can have separate meetings for non-ee's.
- Will the town halls at east Las Vegas community center and Chuck Minker be translated into Spanish?

Union Negotiation

- Why doesn't the City include a provision in the collective bargaining agreement that allows for planning during severe economic conditions?
- LVCVA has negotiated and accepted pay cuts in salary and benefits. What cuts have the other unions negotiated?
- Do you support the Governor's position to abolish collective bargaining?
- All labor unions should equally share in addressing the budget shortfall. Simply reducing the overtime in the fire department, with no other concessions, is not equal to what other departments are facing with wage reductions, layoffs, or both.
- Do you support the governor's position to abolish collective bargaining for public employees?
- When is Chief Gammon going to start working as hard as the Sheriff Gillespie to save the city money and labor?
- Why is the mayor trying to negotiate in the bad faith by selecting certain partners of bargaining unit to force wage reduction? Sit down with all party representatives and negotiate in good faith.

Employment Issues

- Is the City going to ensure the City Hall project employees Las Vegas firms and employees?
- Iron Workers in the audience wanted to know what the City of Las Vegas' stance is on local versus outside labor.
- Is Mayor Goodman and Councilman Barlow proud of the fact that only ½ of 1% of the 270 million construction on the Performing Arts Center is being performed by African American subcontractors. Much more commitment to improve is needed.
- How can you guarantee jobs will be provided to local Las Vegas and not to outside low bidding non residence?
- How much longer do you estimate it will take for the economy to recover and what has the Mayor done to assist with the job crisis?
- Why is the city not creating more job opportunities?

General: Budget Questions

- Are the current expenditures outpacing the current revenues collected by the city?
- What was the ending fund balance for FY 2009 and what percentage of the total budget does that amount to?
- You said budget was at 2003 level, why don't you eliminate the extra programs that weren't available back then?

- Has the city spent any money to date out of the city of LV revenue stabilization fund? What is the current fund?
- How can you ruin the budget when you knew real estate and retail sales were so poor in 2005 and 2006?
- How do you determine the amount allocated for the various items in the budget?
- If you have already cut the budget by 60 million, doesn't that mean that you spent excessively?
- What construction projects have been put on hold because of the excessive spending
- Is it possible to have the city officials do a 4 day work week?
- Public service is minimized while spending at upper level of management continues covertly under scrutiny.
- Have you considered a 4 day, 9.5 hour work week to reduce costs?
- Why is the City still spending millions on software, i.e. Hansen, Oracle, etc. and also sending out requests for proposals for software for planning and development which has significantly declined with the down turn?
- Has the public been asked to make choices as to which project they would prefer to fund: city hall, mob museum or leisure services programming? When your budget is tight you don't blow the whole thing on caviar and champagne.
- What city cuts are going to affect tax payers and residents?
- Did it worry you to propose a city employee wage cut right before Christmas? Do you think it impacted local spending?
- Why doesn't the city go to a 4-day work week?
- How are we financing public employee's pensions?
- What is the average wage paid to city employees? How do it compare to private industry?
- Can we get a copy of the budget?
- Can you explain the reduced staff levels of the bomb squad and how that reduction does not impact the citizens of Las Vegas and Clark County?
- Why not consider a 4 day 9 1/2 hour work week to reduce costs?
- How much does the city currently have in their reserve account?
- If the city is in such bad financial problems, why are we continuing to issue bonds that will need to be paid for in the future?
- How much money does the city make each month in interest from investments?
- For fiscal year 08-09 it is our understanding that city's property tax revenue was up by 9% where sales tax revenue was down 12% resulting in a difference of 3% and the city is asking for concessions of up to 33%. Why is there such a big difference?
- Has the city spent any money to date out of the city of Las Vegas revenue stabilization fund? What is the current balance of this fund?
- Are the current expenditures of the city outpacing the current revenues of the city of Las Vegas?
- Why don't mayor and councilmen lead by example and take a wage cut.
- What was the w2 wage paid to the city manager in 2009?

- How much and based on what was the average bonus to the executive personnel at the city?
- Why is the CLV continuing to reduce overall tax base through real state tax with RDA projects, when the only benefit to the citizens will come from City tax and licensing fees?

General: Pay Cuts and Layoffs

- Cutting labor is not the answer. Salaries and benefits should be cut fairly across the board; no one department should take the burden of the cuts.
- Don't cut teachers' salaries, instead cut their benefits, paid vacation packages, sick days.
- 8% cut is too much; it's not fair for those hard working employees that work overtime and not get paid. Find other ways to cut spending.
- Were your electives guaranteed no layoffs for the 8% pay cut? If so will you make the same offer to the city marshals? Will that same offer be made to the other collective bargaining units?
- Will the CM be taking a 16% pay cut?
- Government employees should take a 3-5% pay cut & also the longevity pay should be put on hold till the economy recovers.
- Shouldn't the city council be FIRST to accept an 8% pay cut to show they are leading and now following. This is what leaders do. Lead.
- I noticed on the council meetings that executives are giving up bonuses. What public servants were eligible for bonuses, how are they determined and how much?
- Why does the City continue to threaten layoffs of current employees while they continue to hire and promote favored individuals as well as employ many consultants?
- Middle and upper management positions are not being eliminated and why?
- City Council has allowed months of scare tactics top plague the lower level city employees.
- Classified upper level employees will receive "quiet" compensation of non-salaried nature to compensate for anything reduced.
- How much will be reduced by eliminating this perk from top executive pay?
- Your flagrant disregard for employee questions is appalling.
- When do city council members, including our Mayor and City Manager, take cut in their pay?
- How many employees are currently eligible to retire? Why are they not being forced to retire?
- Why we're personnel cuts made by city management and not department heads? Do you not trust them to do their job, allow department heads to manage their department budget?

Budget Issues: Police

- Out of the 8% the city spends on public safety, what percent is spent on the deputy marshals unit?

- What percent of public safety budget is for Metro and why are they not being asked to cut as all other city departments?
- What do the marshals do and will layoffs effect response time to parks?
- After the layoff of marshal will Metro be able to cover the gap with patrols? Who will patrol park areas and can you explain the function of the marshals and what services will be lost?
- Why don't they cut Metro's budget by putting two officers to a vehicle vs. only one? Also cutting back on expensive vehicles purchased to more responsible budget?
- Has the city considered the importance of law enforcement related to terrorism? Will it continue to fund law enforcement to protect our cities investment?
- The budget presentation showed a public safety budget of 486 million dollars. The Fire Dept. budget is 117 million. What other departments or agencies are funded with the other 369 million dollars and at what amount?
- Of the 68% budget that goes to public safety, what percent goes to metro and city departments? What is being done about the harassment by police to the day laborers?
- Why do we need marshals and Metro officers?
- How much overtime is spent out of the budget to cover the cost [of attending funerals, serving lunches and dinners]? Why can't they mourn the fallen without pay and with respect?
- What areas does metro plan to cut (geographical) first if the number of officers per shift is cut?
- Since Metro rolled over a budget surplus last year and they get the biggest piece of the pie, then why are they only being asked to reduce their budget 5% when all other departments are asked to reduce by 12%?

Budget Issues: Fire General

- What do firefighters do in their spare time? The comment was related to the productivity of firefighters.
- The LVMPD has been helpful in contract negotiations, what has the fire dept. offered w/ regards to the current costs?
- Is the city going to do brown out like other major cities are currently doing?
- The City has now stopped all capital improvement projects to include the fire station which borders our ward. Was this stopped due to the lack of funds and what is the current balance of the fire services capital projects fund? And what is the current balance of the Fire Services capital project funds?
- How many hours of OT did LVF&R work in last year? How many personnel worked those hours?
- What is a secondary responder and has the city shut down those that respond to 911 calls? Are they battalion chiefs and their aides who are part of the primary response?
- What are the current staff reductions with LVF&R and what are the future plans if the first rounds are not enough? What is the total number of vacant positions that the LVF&R currently has?
- Did LVF&R come in under budget for FY 2009 and are they under budget for FY 2010?

- Please explain how brown outs will affect the LVF&R and paramedics.
- Is it better to pay OT to LVF&R vs. hiring new firefighters? If we hire more people at LVF&R won't it cost more? Are we close to paying them what other cities pay their firefighters?
- Cuts to the Fire Department; hopefully the City has reviewed all options to cut expenses without jeopardizing our safety with Police and Fire Dept.?
- As city residents we currently voted on in November of 2000 are LVF&R still an insurance service office (ISO) class 1 rated fire department? Which will assure us the lowest possible fire insurance rates?
- Why 24hr shifts for the Fire Dept. LA County uses 12 hr shifts?
- What city services are likely to be cut back or terminated if the LV firefighters do not moderate their compensation demands and share the burden of the current recession with the rest of the citizens of LV? What effect will the cutbacks and elimination of services have on the citizens?
- Can you explain about the monies from the tax initiative of 2000 for fire and rescue?
- Why does the fire dept. expect their budget to remain the same, when the rest of the city endures large budget cuts and layoffs?
- Would an 8%-16% salary reduction result in slower fire fighter or dispatcher response?
- On an average, how much time does a CLV fire fighter spend fighting life threatening fires
- How can an 8% pay cut in the Firemen's pay slow response time like the Firemen's radio ads state?
- If the LVFD, along with other city employees, were to agree to the 8% reduction in pay to save as many jobs as possible throughout the city, would response times be any different than they are today.
- When fire service brown outs that may be implemented, will those units shutdown be equal in residential to downtown (strip corridor)? What is the percentage of bedroom community (residential) taxes verses commercial (hotel/casino) taxes and does that play a factor when shutting down units?
- How is the tax initiative of 200 for the fire service doing (as far as amounts in accounts) expenditures, incoming amounts with the residential downturn in the city?
- Will programs and employees be sacrificed if fire doesn't agree to wage cuts? Is it true that the wage part of fire fighters contract is up for renewal separate from the city's recent request for wage concessions?
- What is the average number of fire (not emt) calls a city of ours gets per year? What do the average number of fire calls Las Vegas FD gets per year? How many calls is that per day? Per fire station?
- The city has delayed all capital improvement projects, this includes station 105 in your ward, what is the current balance of the fire services capital project fund? This is not part of the fire initiative.
- Can you please explain why the city of Las Vegas did not pursue safer grant funding for fire fighters from the federal government?
- Where are the corporate headquarters of AMR, the private ambulance, located?

- Why isn't fire on a 12 hour schedule like LA county? Wouldn't this save overtime costs?
- You staff your fire department with a large amount of overtime positions. Is it true this method of staffing is cheaper and more effective than hiring more firefighters?

Pro Fire

- The fire dept. has taken a zero cost of living raise 2x this year and they risk their lives for our community.
- Why are they closing some fire stations? Makes me wonder what is really going on with our system. It is absolutely insane! They are the ones who help save our lives, everything from the smallest of issues to the largest. They also support the school system and our children look up to them. Don't shut down any fire stations, we need every firefighter we got.
- Do not cut any fire or EMS services. Our firefighters are paid a fair wage. No cuts to their income are needed.
- Do not cut the firemen! They are the backbone of the city.
- Please do not fire and rescue.
- Does this city care about its citizens? Then why do they want to cut emergency services?

Cut Fire

- The fire dept. will once again make minimal concessions with no repercussion. Last year's negotiations resulted in the City Council applauding the City Manager for a "Job well done" on televised council Meeting broadcast.
- The country is considering ending their paramedics program. Will the city also consider this? Our fire department is too "fat".

Public Safety

- As a concerned citizen I would like to express my support for public safety. Let's protect our city as well as the tourist that come here.
- Why do we continue to invest in jails & marshals instead of preventive services such as recreational and community development
- It's necessary that we have the police present at our parks because there are lots of drug problems in that area. What will happen to the safety of our children at the parks if there is no police presence?
- What is happening to the safety of our city? How are our police and fire services being affected?
- Losing cultural arts services at the east Las Vegas community center will have a negative impact on the children of this community by leading back to gang and drug activity. Why deprive the children of beneficial services?
- Our kids depend on the community center to keep off the streets and away from drug activity.
- Cut into the community rec. centers and we'll have less jobs and revenue for the city more crime.

- We need the ELVCC to continue its cultural programs specially those geared towards Latinos to keep our kids out of the streets and out of trouble.
- The fewer classes we offer, the more violence our city will see; please keep our children in mind when revising your goal.
- As a teacher at a nearby H.S, I'm aware how these programs positively affect the young people of this community. Not having these programs can lead to more violence and gang activity.
- Most of this ward is Sun City residents. If the city is relinquishing its paramedics and ambulances to AMR and their arrival time is 11 minutes versus the city's 6 minutes, and it only takes 8 minutes to lose brain activity because of loss of oxygen. What value is added to its constituents by eliminating this revenue by transport service with life saving service?
- Keep public safety!!
- Safety for city parks, YMCAs, city properties, etc. should "not be" compromised since these are vital places for families, children and seniors to enjoy. City residents do not want to lose vital services such as public safety, fire, medical and education.
- Don't make cuts to public safety, fire or EMS.
- Do not cut vital services such as fire, EMS or public safety.
- Do not cut public safety.
- Please do not cut public safety.
- Place public safety as a paramount issue, and maintain the standard they have already achieved.
- My concern is the possible cuts of fire and police. I would feel safer if there were no cuts in these divisions.
- Don't cut public safety funds at all. I don't want any delayed responses due to lack of personnel or equipment.
- Make cuts to the non-essentials before public safety, fire and EMS.
- Current improvements and on-going construction of city parks, the new trails and mob museum cost over \$50 million. How are we able to fund beautification projects but not able to fund public safety? Fund what we need, not what we want.
- Why is the fire prevention division singled out by city management, when these services are of high importance to the community? All year the fire chief has worked with a budget and has made concession in the fire department to meet budget cuts.
- Explain why layoffs and brownouts are needed for fire & rescue, when the budget for salaries and benefit are the same for FYR 2010 & 2011?
- You state that you insure fire and rescue safety was taken into consideration, the best safety is "prevention." Not having enough units to cover emergency calls will lead to loss of lives and law suits.
- Present to citizens the correct statistics of what the true impact of loss and reduction of fire fighters will have on them.
- Please keep the city jails fully staffed, the public needs to be kept safe at all times.
- Why is fire services losing 21 employees and Channel 2, losing 2 employees only? Help me understand why public TV. is more important that public safety?

Places: Jails and Community Centers

- Is public safety including jails a priority for the city? What is the city's position on correction and will there be layoffs?
- How do you plan to ensure that the criminal justice system will continue to punish those that victimize citizens and tourist with the reduction of jail beds?

Museums

- Where is the cost of the staff being figured into the cost of the mob museum? Is it being paid completely out of the grant funds or are we matching with general funds?
- Stop spending money on a new city hall, mob museum, and trying to get a sports team.
- Neonopolis. What funds did that bring in the city? Why has that gone bankrupt? Can we expect the same for the mob museum?
- Why are there no any Asian museums in Las Vegas?

Community/Senior Centers

- Will it be possible to keep our current staff here at the Centennial Hills Active Adult Center? We feel that they are a cohesive team who provide all of the components necessary to run this center efficiently and effectively.
- Please keep the Rainbow Company Youth Theater; they are a great asset to our community.
- Stop the closure at Veterans Memorial Pool.
- Will you be stopping the expensive enclosure at the Vet's Memorial Center Pool?
- New Sport facility: Why was the land and park facility given to a private party without compensation to the city?
- The East LV Community Center name is confusing and does not represent the demographics of the neighborhood. What are your feelings for changing the name to "Cesar Chavez Cultural Senior Center?"
- Are other centers closed on Sunday?
- What is Mayor Pro-Tem Reese doing in regards to additional funds for the community center?
- Are other centers cutting services or is the East Las Vegas Center the only one?
- Cut into the community rec. centers and we'll have less jobs and revenue for the city more crime.
- Please keep the center open. We like performing for our community at this center.
- Bad service is the norm for ELVCC. How can you change that so people can feel more welcomed?
- How much money are cultural centers losing? Keep in mind the programs when looking at the budget.
- Will the ELVCC continue a cultural staff area? This center is an essential cultural center for this community.
- If the cultural dept. from the ELVCC is eliminated, what are your plans for the families and staff?

- ELVCC is essential cultural center in the east side. What will center have if cultural programs are eliminated?
- The ELVCC was promised to this community as a facility to support the arts and culture. What can you do to keep this promise?
- Keep the center open and get rid of the center director.
- We need to have a distinction between true culture from our heritage and that which is provided by the glitz of the Las Vegas Strip. Let's focus on family's that actually leave here and not the fantasy world.
- Lets come together to keep extreme sports alive in Las Vegas.
- Please keep the "sparks" tot program for autistic children. We need places as this to bring the autistic children in our community.
- Please keep our extreme sports. They are a positive impact to our kids.
- The extreme sports program is not a big part of the city budget; please keep them as these sports are giving youths a sense of belonging and personal growth.
- Are we losing one employee from each center and what centers are closing?
- 26. I'm a city employee and I'm aware of a leisure service center that use excessive lights.
- Can you do an audit to see how much utility is being used?

Facility Fees

- All services (including health care) should be for citizens only. All services for non-citizens should be on a pay as you go basis.
- Why are the prices at the Community Center going from free to \$5 to \$15 to \$30? It is too much for us. Paradise is cheaper. We want to buy houses, but cannot buy them, you have to know this.
- What will happen to the traditional events held at the community center? These events are very important to our culture and community. Are you aware of the people that assist to our most recent events? 1) United Today and Always -300 (2) Halloween Party-1,600 (3) the Christmas Posada 1,700, (4) Easter celebration 1,100.
- Some of us are willing to pay a small fee, how much wills this cost us?
- Can you assure us the fees for classes will not go up?
- We have experience resistance from ELVCC staff, excessive cost and rigid restrictions when trying for availability at the center. How can we make the center more accessible to our community?
- In Ward #3 the median household income is less than 28,000\$ raising fees at the ELVCC will put service out of reach for this community. How can you help address this concern?
- Keep programs and fees low at the ELVCC, especially those geared to the Latino community.
- Please keep in mind this center is primarily Hispanic and therefore should have the correct instructors of the services. This will help people join more and there will be no need to raise fees.
- Why not work with the community to pay for the cleaning, desk operation and toiletries needed of the center.

- Facility rental rates are often out of reach of common citizens seeking private and community events. This creates a lack of usage and less revenue. Create fair rates that enable citizen's access and utilize spaces to contribute some revenue.
- Services provided to developmentally challenged people already are a cost, please consider carefully when evaluating these services, since they provide developmental and care for this group of citizens. Why not charge more money to bring in revenue?
- Also why not raise summer /winter camp fees?

Cultural Programming

- How is the budget cut affecting the educational opportunities of the elderly?
- What cultural programs are likely to be cut or eliminated?
- We are thankful we have our community center available to express and cultivate our heritage. My proposal is that we keep the center open and oversee the financing ourselves by holding cultural events to pay for the community centers overhead costs.
- We can't afford to lose the arts and cultural funding that is currently provided.
- We need to keep our culture and arts funding?
- I feel the social and educational programs for the poor and elderly are critical to our quality of life.
- Please do not cut funding for arts and culture. It's one of the things we need most to become a world-class city the mayor always talks about.
- Please continue to support the cultural programs at ELVCC.
- If general services and programs are lacking can you guarantee the little support we do get will continued?
- Which cultural programs will be cut or eliminated?
- What is the forum about? The education we get here we can't get anywhere else
- We would like to keep the programs open.
- Cut the programs that are not effective and combine some programs to save money.
- Can we see by raise of hands, those that here to support arts and culture across the board and not specifically to one location?
- Cultural events are very important because the families need the skills we offer. City workers make too much money, so cut their salaries.
- Ward 3 encompasses many arts and cultural programs many provide by the Office of Cultural Affairs. How will this affect the overall and will they be given equal consideration?
- What is the city doing to keep cultural programs alive?
- We would like more variety in the classes and times they are offered.
- We need all programs offered at the center.
- Are you considering cutting adult educational programs?
- English classes should be extended throughout the valley to improve education and lower unemployment.
- Please keep leisure and cultural art services affordable for families in all wards.

- In general, cultural services is underfunded and the first to experience budget cuts; will community centers or facilities that offer cultural programs experience cuts across the board or will some facilities experience more cuts than others?
- What are the cultural art programs that are at risk of being reduced or cut?
- How is the city planning to support City of Las Vegas arts and cultural centers/ leisure services that currently exist and may be cut?
- Cutting these (cultural) programs would be like taking away half (right side) of the brain.
- What are you doing to improve the education system?

Youth

- As a teacher at a nearby H.S, I'm aware how these programs positively affect the young people of this community. Not having these programs can lead to more violence and gang activity.
- The fewer classes we offer, the more violence our city will see; please keep our children in mind when revising your goal.
- Keep all the programs open. The center is a safe place for our families can gather and enjoy the classes.
- We need the ELVCC to continue its cultural programs specially those geared towards Latinos to keep our kids out of the streets and out of trouble.
- We like and enjoy the classes at the center. Where will our children go when we you stop the programs?
- Losing cultural arts services at the east Las Vegas community center will have a negative impact on the children of this community by leading back to gang and drug activity. Why deprive the children of beneficial services?
- This center is important to the citizen and children in our community. Keep the center open.
- Children come to this center to improve their future.
- Our kids depend on the community center to keep off the streets and away from drug activity. Where will they go if these services are cut back or eliminated?
- We need to give more to the kids and more to the older people.
- Keep X-treme sports and other activities in the northwest. The kids are our future.

Seniors

- After the reformatting of the Arturo Cambiero Center to an adult day care center, active Spanish speaking seniors were left without a place to attend activities. They are currently are not met with a warm reception and in their own language as before. How can you address this issue of exclusion?
- Do you feel guilty about cutting centers that provide services to senior citizens?
- Please do not raise fees for senior citizens. The Active Adult Center here is important for preventative health care and therefore cost effective and crucial.
- Do not raise fees for seniors.
- How is the budget cut affecting the educational opportunities of the elderly?

- I'm a senior citizen who uses the center for art classes. Do not do away with the cultural parts of the community; acknowledge you cultural centers such as the (Smith Center, Mob Museum).
- I feel the social and educational programs for the poor and elderly are critical to our quality of life.
- What kind of assistance is offered to handicap citizen of our community?

Latinos

- What is this community doing for the Latino's? We want more representation.
- How do you plan to increase Latino participation?
- Senior services for Latinos are very limited at the ELVCC .How can we change that and will you assure the same programs for Latino seniors?
- You mentioned all cultural services would not be removed from ELVCC; does that include keeping programs, classes and services for Latinos?
- Tonight's town hall meeting was not meant for the large Latino population in this area. We are tired of not being heard.
- The city needs to show more interest in Latino needs in our community, not have more reductions.
- How will the city substitute cultural arts programs for the Hispanic in ward#3? Rafael Riviera community center is not an option?
- The east L.V. senior center has a direct connection with the Hispanic in this community and residents. We identify ourselves with the programs and events. How can we sustain those programs?
- Mayor and MPT Reese, are you aware of all the programs available for Hispanics at this center? When was the last time you attended one of the cultural programs at this center?
- Give better opportunities for rental of the facility and increase bilingual employees with knowledge of Hispanic culture.
- The programs at the center gives Latino are the opportunity to improve ourselves.
- The East Las Vegas Community Center is a cornerstone for the Latinos in this area, cuts the center and staff would damage our community. What can be done to save the center?

Latinos and ESL

- ESL Classes are very important. What has been done to keep them going?
- I have attended guitar and English classes at the center and would be a disadvantage to take this away from us.
- We are concerned the adult ESL will be cut further many of the children in the area rely on their parents to help them with homework. The ESL classes help the parents understand English and in turn they can help their children w/their homework.
- Why must programs such as ELS be cut?
- Please do not eliminate the English classes they are of great assistance to our community.

- Please don't stop the English classes at the center.
- We can't allow more English class reductions.
- Please keep the center open, this is where we come to learn English.
- We are low-income community; we need the low cost English classes.
- Can we have more English classes?
- It's vital the ESL classes at the center be supported by our government officials.
- We need support and funding to keep the English classes going.
- I'm a student in the ESL classes; I have learned a lot please do not stop the classes.
- Is this going to affect the adult English classes that are offered throughout the district?

City Partnerships

- What is the City doing about external partnerships, grants, and volunteer opportunities?
- The city must work with LVCVA to avoid a hostile atmosphere.
- Utilize volunteers
- Where does the city spend money where volunteers could offset the cost?
- Why doesn't the city create service based work programs single shifts 6pm-2am.
Security persons for local parks, city beautification programs?
- Why not have homeless people clean up trash, graffiti, etc. to save money? Use them for community service.
- Why not work with the community to pay for the cleaning, desk operation and toiletries needed of the [community] center.

Recession Concerns

- What has the city done to obtain stimulus money? Has the City put pressure on the governor to release stimulus money?
- Why can't we get the money from Nevada banks for homeowners given by the government
- We need jobs; we are losing our homes & personal possessions. What is being done about this?

Housing

- What are we doing to attract people from other states to occupy the vacant homes we currently have?
- A suggestion was made to advertise living in the Las Vegas Valley to senior citizens around the country.
- Is the Attorney General going after banks and other lending organizations to recover monies on the subprime-lending crisis?
- There was an article in the *Review Journal* regarding the HUD NSP2 and I want answers. If there was \$4 million to spend on 32 homes from NSP1, what happened to the rest of the money and the jobs?
- A person from the audience stated that he had lost his job in October, can't modify his home loan with Wells Fargo, and they postponed the date to sell the house, and on

January 5th sent him a property foreclosure notice and notice to leave with 3 days notice. He asked the City if they can help him.

- We need more assistance for us not to lose our homes.
- How is homelessness being addressed in particular in the east side and what kind of help are these people getting?
- I hope you have invited the local HUD representative to this town hall meeting. As a taxpayer I'm confused on how the Neighborhood Stabilization Program works. There is conflicting information
- I can't get a modification on my home and I'm afraid I'll lose it. Please help me.
- What can the city do to prevent more foreclosures and help homeowners that are upside down and are losing their homes? The City didn't get any money recently from the federal government.
- In light of Nevada leading the nation in foreclosures, to date the city has not spent the monies allocated through the NSP. What is the timeline for the city to allocate funding to nonprofit organizations to purchase, rehab and put families in the homes?
- What are the city's plan for the vacant apartments on Washington Ave and E Street?
- How many vacant properties are currently in the city of Las Vegas?
- Take everyone who is in foreclosure and reappraise their homes and create a new 30 year loan.

Health Care

- Is the city doing anything regarding medical assistance for the people?
- What medical services are being provided to LV residents?
- If the city feels that Latinos are important to the community, why is health care not given any importance?

Research

- Was there any focus groups and if so how many and how many participants?
- The survey online list 972 responses with the majority unemployed and over age 66. Do you consider this an accurate depiction?
- When and what percent of the population was surveyed?
- Was the survey and focus group conducted geared towards Latinos? The majority of Hispanics do not have access to the internet.
- How many surveys were completed? What were the general demographics?
- How much does the city spend on studies?

Miscellaneous

- Why not cut the footprint of the city limits, if it's too big?
- Will the mayor apologize to the president when he comes to visit?
- What would it take to change the 3 term rule, so that the Mayor can run again?
- What can be done about Hispanics not eligible to get driving licenses?
- Why don't you put solar panels on CC schools to generate power? They did it in Scottsdale, AZ.

- Now they sell access electricity back to the power company.
- We should solve the employment and water issue in by using solar and renewal energies, destination plants with California? In trade for energy we have a water pipeline. We should employ thousands and to find it we can sell water bonds municipal bonds?
- Why does the city waste so much money on expensive new cars? Don't they have mechanics who can fix the fleet currently?
- How many vehicles are in the LV motor pools? Can we use one of those?
- Why do you allow City vehicles to be driven home by employees as far as Mojapa Valley? All vehicles should stay in the City.
- Do not let up on code enforcement and zoning compliance, we have worked hard to keep a status.
- Is it necessary to cut on a driveway and street light construction?
- I see many times streets that do not need to be repaired, why is money being spent on this?
- Do away with code enforcement in neighborhood parking tickets in family neighborhoods.
- Why is the city purchasing so many professional services and software? I would rather see my tax dollars spent on programming.
- Why weren't contractors charged more to build schools/roads? They made billions and left LV in a pit.
- My streets are swept once a week. Will it save money to reduce that service?
- Why are sewer bills outsourced to Arizona? We should keep the money and jobs here.
- Maybe my real concern is how far past the decay curve my HOA is and eminent domain is the only solution.
- Can you tell us if the census will not jeopardize the immigrant status?
- Why do the police make so many arrests [in terms of illegal immigrants] and why does the City of Las Vegas support immigration reform?
- What is being done about the ICE raids?

Appendix 6 City of Las Vegas Online Survey Results

CLV Citizen Survey


Type: Executive Summary Report

Date: 3/5/2010

Total number of responses collected: 3207

What is your zip code?

(Respondents were limited to **brief** text responses)



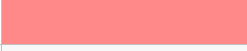
| Response | Chart | Frequency | Count |
|------------|---|-----------|-------|
| | | 0.1% | 3 |
| 13843 2212 | | 0.1% | 2 |
| 89002 | | 0.6% | 18 |
| 89004 | | 0.1% | 4 |
| 89005 | | 0.3% | 11 |
| 89011 | | 0.4% | 12 |
| 89012 | | 0.8% | 26 |
| 89014 | | 0.7% | 24 |
| 89015 | | 0.6% | 20 |
| 89017 | | 0.1% | 3 |
| 89019 | | 0.1% | 2 |
| 89030 | | 0.6% | 19 |
| 89031 | | 1.8% | 57 |
| 89032 | | 1.0% | 31 |
| 89040 | | 0.1% | 2 |
| 89044 | | 0.2% | 7 |
| 89052 | | 1.0% | 31 |
| 89074 | | 1.5% | 47 |
| 89081 | | 0.5% | 16 |
| 89084 | | 0.6% | 20 |
| 89085 | | 0.1% | 2 |
| 89086 | | 0.1% | 2 |
| 89101 |  | 3.8% | 123 |
| 89102 | | 2.5% | 80 |
| 89103 | | 1.4% | 44 |

| | | | |
|--------------|--|-------------|------------|
| 89104 | | 3.0% | 97 |
| 89106 | | 2.2% | 70 |
| 89107 | | 3.4% | 110 |
| 89108 | | 4.1% | 133 |
| 89109 | | 0.3% | 9 |
| 89110 | | 2.0% | 63 |
| 89113 | | 1.0% | 31 |
| 89115 | | 0.6% | 20 |
| 89117 | | 4.1% | 130 |
| 89118 | | 0.7% | 23 |
| 89119 | | 1.4% | 44 |
| 89120 | | 1.0% | 33 |
| 89121 | | 1.9% | 62 |
| 89122 | | 1.2% | 37 |
| 89123 | | 1.2% | 38 |
| 89128 | | 4.6% | 148 |
| 89129 | | 7.1% | 228 |
| 89130 | | 3.0% | 97 |
| 89131 | | 5.6% | 178 |
| 89134 | | 2.1% | 66 |
| 89135 | | 2.7% | 85 |
| 89138 | | 2.5% | 80 |
| 89139 | | 0.9% | 29 |
| 89141 | | 0.3% | 11 |
| 89142 | | 1.0% | 32 |
| 89143 | | 1.3% | 43 |
| 89144 | | 3.1% | 98 |
| 89145 | | 2.6% | 83 |
| 89146 | | 1.9% | 62 |
| 89147 | | 2.0% | 65 |
| 89148 | | 1.3% | 41 |
| 89149 | | 4.4% | 140 |
| 89154 | | 0.1% | 2 |
| 89156 | | 0.9% | 29 |
| 89166 | | 0.9% | 29 |

| | | | |
|------------------------|--|------------------------|-------------|
| 89169 | | 0.7% | 21 |
| 89173 | | 0.1% | 2 |
| 89178 | | 0.8% | 25 |
| 89183 | | 0.6% | 20 |
| <i>Other Responses</i> | | 2.7% | 87 |
| | | Valid Responses | 3207 |
| | | Total Responses | 3207 |




How long have you lived in Las Vegas?

(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|-------------------------|---|---------------------------|--------------|
| 0-5 years |  | 19.0% | 609 |
| 6-10 years |  | 17.4% | 557 |
| 10 or more years |  | 63.6% | 2040 |
| Not Answered | | | 1 |
| | | Mean | 2.446 |
| | | Standard Deviation | 0.792 |
| | | Valid Responses | 3206 |
| | | Total Responses | 3207 |



How much longer do you plan on living in Las Vegas?

(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|--------------------------------|---|---------------------------|--------------|
| Less than 5 years |  | 13.4% | 429 |
| More than 5 years |  | 38.9% | 1248 |
| For the rest of my life |  | 47.7% | 1529 |
| Not Answered | | | 1 |
| | | Mean | 2.343 |
| | | Standard Deviation | 0.702 |
| | | Valid Responses | 3206 |
| | | Total Responses | 3207 |





Have you been impacted by the local economy?

(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|--------------|---|--------------------|-------------|
| Yes |  | 86.2% | 2765 |
| No |  | 13.8% | 441 |
| Not Answered | | | 1 |
| | | Mean | 1.138 |
| | | Standard Deviation | 0.344 |
| | | Valid Responses | 3206 |
| | | Total Responses | 3207 |



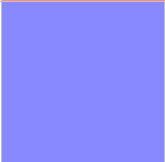
If yes how: How have you been impacted by the local economy?

(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|----------------------------|---|-----------------|-------------|
| Job loss |  | 21.5% | 594 |
| Reduction in income |  | 55.7% | 1540 |
| Rising expenses |  | 52.7% | 1458 |
| Other: |  | 21.2% | 587 |
| | | Valid Responses | 2765 |
| | | Total Responses | 2765 |







Given the state of the local economy, the city of Las Vegas should:

(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|--------------------|-------------|
| Reduce funding to all programs and services |  | 9.9% | 312 |
| Maintain all programs and services |  | 48.1% | 1519 |
| Reduce or cut funding to specific services (Please specify by selecting one or many items on the next page) |  | 42.0% | 1327 |
| Not Answered | | | 3 |
| | | Mean | 2.321 |
| | | Standard Deviation | 0.645 |
| | | Valid Responses | 3158 |
| | | Total Responses | 3161 |

Select one or many services for reducing or funding cuts:

(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|----------------------------|---|------------------------|-------------|
| Park Maintenance |  | 25.1% | 405 |
| Park Security |  | 19.4% | 314 |
| Emergency Medical Response |  | 7.4% | 119 |
| Cultural Activities |  | 42.7% | 689 |
| Recreation Activities |  | 34.5% | 557 |
| Other: |  | 32.3% | 522 |
| | | Valid Responses | 1615 |
| | | Total Responses | 1615 |

With one being the lowest importance and five being the highest importance, how important are the following services to you?

| | | 1 | 2 | 3 | 4 | 5 | Total | Mean | Std Dev |
|---|----------|-------|-------|--------------|-------|--------------|---------------|-------|---------|
| Public Safety (Fire and Emergency Medical Response) | Count | 165 | 65 | 164 | 338 | 2232 | 2964 | 4.487 | 1.077 |
| | % by Row | 5.6% | 2.2% | 5.5% | 11.4% | 75.3% | 100.0% | | |
| Cultural Activities | Count | 637 | 418 | 589 | 543 | 764 | 2951 | 3.128 | 1.486 |
| | % by Row | 21.6% | 14.2% | 20.0% | 18.4% | 25.9% | 100.0% | | |
| Recreation Activities | Count | 338 | 340 | 703 | 723 | 839 | 2943 | 3.471 | 1.319 |
| | % by Row | 11.5% | 11.6% | 23.9% | 24.6% | 28.5% | 100.0% | | |
| Park Maintenance | Count | 216 | 386 | 925 | 814 | 606 | 2947 | 3.410 | 1.164 |
| | % by Row | 7.3% | 13.1% | 31.4% | 27.6% | 20.6% | 100.0% | | |
| Park Security | Count | 235 | 364 | 676 | 789 | 840 | 2904 | 3.563 | 1.250 |
| | % by Row | 8.1% | 12.5% | 23.3% | 27.2% | 28.9% | 100.0% | | |
| Building Economic Opportunity to Bring More | Count | 255 | 239 | 481 | 627 | 1337 | 2939 | 3.868 | 1.307 |
| | | | | | | | | | |

| | | | | | | | | | |
|---|----------|--------------|--------------|--------------|--------------|--------------|---------------|-------|-------|
| Jobs to Las Vegas | | | | | | | | | |
| | % by Row | 8.7% | 8.1% | 16.4% | 21.3% | 45.5% | 100.0% | | |
| Road Maintenance (Street Sweeping, etc) | Count | 250 | 524 | 991 | 685 | 507 | 2957 | 3.228 | 1.175 |
| | % by Row | 8.5% | 17.7% | 33.5% | 23.2% | 17.1% | 100.0% | | |
| Total | Count | 2096 | 2336 | 4529 | 4519 | 7125 | 20605 | N/A | N/A |
| | % by Row | 10.2% | 11.3% | 22.0% | 21.9% | 34.6% | 100.0% | | |

I would be willing to pay more in order to maintain the quality of City programs.
(yes or no for each)

| | | Yes | No | Total | Mean | Std Dev |
|---|----------|--------------|--------------|---------------|-------|---------|
| Public Safety (Fire and Emergency Medical Response) | Count | 2095 | 855 | 2950 | 1.290 | 0.454 |
| | % by Row | 71.0% | 29.0% | 100.0% | | |
| Cultural Activities | Count | 1231 | 1715 | 2946 | 1.582 | 0.493 |
| | % by Row | 41.8% | 58.2% | 100.0% | | |
| Recreation Activities | Count | 1452 | 1490 | 2942 | 1.506 | 0.500 |
| | % by Row | 49.4% | 50.6% | 100.0% | | |
| Park Maintenance | Count | 1165 | 1769 | 2934 | 1.603 | 0.489 |
| | % by Row | 39.7% | 60.3% | 100.0% | | |
| Park Security | Count | 1285 | 1639 | 2924 | 1.561 | 0.496 |
| | % by Row | 43.9% | 56.1% | 100.0% | | |
| Building Economic Opportunity to Bring More Jobs to Las Vegas | Count | 1597 | 1339 | 2936 | 1.456 | 0.498 |
| | % by Row | 54.4% | 45.6% | 100.0% | | |
| Road Maintenance (Street Sweeping, etc) | Count | 940 | 1988 | 2928 | 1.679 | 0.467 |
| | % by Row | 32.1% | 67.9% | 100.0% | | |
| Total | Count | 9765 | 10795 | 20560 | N/A | N/A |
| | % by Row | 47.5% | 52.5% | 100.0% | | |